

# Occupational Outlook & Training Directory

## Sonoma County

1996-1997

This publication is a product of the 1996 California Cooperative Occupational Information System (CCOIS) and a partnership between the Sonoma County Private Industry Council and the Labor Market Information Division of the California Employment Development Department.

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Since this report is based on information collected from hundreds of local employers and training providers, the producers of this publication would like to extend a warm *Thank You!* to all those who provided us with their valuable time and information. Without your cooperation, it wouldn't happen. Thanks also to the management and technical support staff at EDD's Labor Market Information Division.

# Introduction

**W**ELCOME to the 1996-1997 Occupational Outlook & Training Directory for Sonoma County. This annual publication is a product of the 1996 California Cooperative Occupational Information System (CCOIS) and a partnership between the Sonoma County Private Industry Council and the Labor Market Information Division of the California Employment Development Department. This publication includes detailed occupational outlook profiles on 50 occupations and a complete directory of schools and training providers offering programs and services to Sonoma County residents. Half of the occupational outlook profiles are based on data collected from employers in 1996, and the other half in 1995. The training directory has been completely updated and expanded to include cost and length information for each program. (Please recycle last year's publication!)

## Occupational Outlook Profiles

The occupational profiles are summaries of key information collected from confidential surveys with several hundred local employers during 1995 and 1996. The information, which is designed to meet a variety of career and program planning needs, includes wages, hiring requirements, and job outlook for each occupation studied. The profiles are in alphabetical order using occupational titles and definitions from the OES (Occupational Employment Statistics) Dictionary published by the U.S. Department of Labor. The occupations studied were selected based on a variety of criteria, including the needs and interests of local career development and workforce preparation staff. The profiles in this publication do not constitute a list of demand or recommended occupations.

It is highly recommended that anyone using the occupational data first read the sections in the Appendix entitled Using the Occupational Outlook Profiles and Research Methods in order to better understand the data's strengths and limitations.

## Training Directory

The purpose of the training directory is to provide basic information on the many career-related education and training programs available to individuals in the Sonoma County area; specifically, to include information on certificate and degree programs which prepare persons for entry into one or more specified occupations. This includes programs offered through adult education, apprenticeships, community colleges, private schools and colleges, regional occupational programs (ROP), and universities.

An alphabetical listing of training providers is included in the Content section. An Occupation-Training Index can be found in the Appendix. The Appendix also includes a section entitled Additional Training Providers outside Sonoma County.

A section entitled Occupational References is included in the Appendix as a resource for career development staff who use the occupational outlook profiles in conjunction with the Dictionary of Occupational Titles.

The producers of this publication do not endorse or recommend any particular occupations, training providers, or programs. While we have made a sincere effort to ensure that the information is as accurate and up-to-date as possible, information changes frequently. Occupational outlook information is generally current for about three or four years. After that, new information and trends must be considered. In using the training directory, please contact the schools or training providers directly to verify or update the information before decisions are made. Questions regarding the content of this publication, or requests for additional copies, should be directed to the Sonoma County Private Industry Council at 707-547-5550.

To find out how and where to obtain copies of Occupational Outlook publications for other counties, please call 916-262-2353.

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## Occupational Outlook Profiles

## Assemblers & Fabricators

### Also known as Production Workers

Assemblers and Fabricators in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a nonprecision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing (OES 939560).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Assemblers and Fabricators may lead to supervisory positions such as Crew/Team Leader.
- Most jobs are 40 hours per week.
- Willingness to work overtime, part-time, temporary, seasonal and weekends is important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$8.00/hr	Median: \$6.50/hr
<b>New Hires/Exp'd:</b>	\$5.75 to \$12.50/hr	Median: \$8.00/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$13.50/hr	Median: \$10.00/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave and a retirement plan. Many provide dental insurance. Some provide life insurance and vision insurance.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Assemblers and Fabricators in Sonoma County are employed by manufacturers and fabricators of metal, wood, glass, fiberglass, rubber, and plastic products. Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Some also hire referrals from the Employment Development Department.

### Employment Information

**Occupation Size:** Very Large. There are approximately 930-1,135 Assemblers and Fabricators currently employed in Sonoma County. About 40 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent) due to some jobs being temporary or seasonal.

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers, particularly for those with prior experience.

## Assemblers & Fabricators--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to perform routine, repetitive work
- Ability to work as part of a team
- Ability to work independently
- Verbal communication skills
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to sit continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to lift at least 100 lbs

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Ability to work under pressure
- Organizational and time management skills
- Willingness to participate in drug testing
- Record keeping skills
- Ability to handle crisis situations
- Ability to plan and organize the work of others
- Possess good DMV driving record
- Supervisory skills
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Opportunities for those who wish to become precision assemblers depend on the industries in which the jobs are located. For instance, there should be keen competition for assembly jobs in the aerospace and electronics industries. The aerospace industry is anticipating reductions in defense contracts through the 1990's, uncertain funding for space projects, and weaker commercial aircraft demand than was expected in the late 1980's. The electronics industry, on the other hand, faces the decade ahead with excellent prospects for growth. As firms invest in more automated production equipment and processes, however, the number of assembly jobs in electronics will fall. The effect of automation on precision assembler employment will depend on how rapidly and extensively new manufacturing technologies are adopted. Not all precision assemblers can be replaced efficiently by automated processes.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See Precision Assemblers

## Automotive Body & Related Repairers

**Also known as Technicians**

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass (OES 853050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school and apprenticeship or on-the-job training.
- Many employers report that they always require prior experience.
- I-CAR or ASE certification may be important.
- Promotions for Auto Body Repairers may lead to supervisory positions, or may take the form of self-employment.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime and part-time is important for job entry.

### Getting the Training

Certificate programs generally range in length from one to two years and do not necessarily eliminate the need for apprenticeship or on-the-job training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Almost all Auto Body Repairers in Sonoma County are employed by auto body repair shops and auto dealers. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants or training program referrals, or fill openings through in-house promotion.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$20.00/hr	Median: \$17.00/hr
<b>Exp'd/After 3 Years:</b>	\$18.00 to \$23.00/hr	Median: \$21.00/hr

Almost all employers provide medical insurance. Most also provide dental insurance and a paid vacation. Many provide paid sick leave. Some provide vision insurance, a retirement plan, and life insurance.

### Employment Information

**Occupation Size:** Medium. There are approximately 240-290 Auto Body Repairers currently employed in Sonoma County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers, particularly for those with prior experience.



## Automotive Body & Related Repairers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to perform routine, repetitive work
- Ability to work independently
- Ability to work as part of a team
- Verbal communication skills
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to pass a pre-employment medical exam
- Ability to lift at least 100 lbs
- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Possess good DMV driving record
- Ability to work under pressure
- Ability to handle crisis situations
- Willingness to participate in drug testing
- Organizational and time management skills
- Ability to plan and organize the work of others
- Record keeping skills
- Supervisory skills
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment of automotive body repairers is expected to increase faster than the average for all occupations through the year 2005. Opportunities should be best for persons with formal training. Requirements will increase as the number of motor vehicles in operation increases. New automobile designs have body parts made of materials that are more difficult to work with than the traditional steel body parts. Also, new, lighter weight automotive designs are prone to greater collision damage than older, heavier designs. Nevertheless, the need to replace experienced repairers who transfer to other occupations or retire, or stop working, will still account for the majority of job openings.

### Where to Find More Information

California Occupational Guides:

See Automobile-Body Repairers

Occupational Outlook Handbook:

See Automotive Body Repairers

## Automotive Mechanics

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists (OES 853020).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school and some vocational training.
- Prior experience is often required and various certifications are expected of experienced and well-trained mechanics.
- Journey-level status comes after several years of experience and training.
- Many Technicians develop specialties such as smog, electronics, computer diagnostics, transmissions, or brakes.
- Some employers report that computer diagnostic skills are in short supply.
- Promotions may lead to specialty or supervisory positions, or may take the form of self-employment.
- Almost all jobs are 40 hours per week.
- A few jobs are filled by promoting from such positions as Trainee, Helper, and Apprentice.

### Getting the Training

Certificate programs range in length from six months to four years and do not necessarily eliminate the need for apprenticeship training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Automotive Technicians in Sonoma County are employed by auto dealers and auto repair shops. Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.25 to \$9.50/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$20.50/hr	Median: \$15.00/hr
<b>Exp'd/After 3 Years:</b>	\$15.00 to \$23.50/hr	Median: \$19.38/hr

Almost all employers provide medical insurance. Most also provide dental insurance, paid sick leave, a paid vacation, a retirement plan, and life insurance. Some provide vision insurance.

### Employment Information

**Occupation Size:** Large. There are approximately 895-1,095 Automotive Technicians currently employed in Sonoma County. About 2 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 25-30 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Automotive Mechanics--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Ability to perform routine, repetitive work
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to lift at least 50 lbs
- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Possess good DMV driving record
- Ability to use diagnostic equipment
- Attention to detail
- Problem solving skills
- Organizational and time management skills
- Ability to work under pressure

### Nationwide Job Outlook

Job opportunities in automotive mechanics are expected to be plentiful for persons who complete automotive training programs in high school, vocational and technical schools, or community colleges. Persons whose programs include some basic electronics should have the best opportunities. Persons without formal mechanic training are likely to face competition for entry-level jobs. Employment of automotive mechanics is expected to increase about as fast as the average for all occupations through the year 2005. Growth in mechanic employment in automobile dealerships, independent automotive repair shops, specialty car care chains, and other establishments will be offset somewhat by declining employment in gasoline service stations. Nevertheless, the number of mechanics is expected to increase because expansion of the driving age population will increase the number of motor vehicles on the road. The growing complexity of automotive technology, such as the use of electronic and emissions control equipment, increasingly necessitates that cars be serviced by skilled workers, contributing to growth in demand for highly trained mechanics.

### Where to Find More Information

California Occupational Guides:

See Automobile Mechanics

Occupational Outlook Handbook:

See Automotive Mechanics

## Bookkeeping, Accounting & Auditing Clerks

Bookkeeping, Accounting, and Auditing Clerks (including Bookkeepers) compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duties are operating special office machines (OES 553380).

### Training, Experience, and Other Requirements

- Most recent hires have completed two to four years of college.
- Prior experience is often required.
- Some Accounting and Bookkeeping Clerk positions are filled by promoting from other clerical positions.
- Some employers report that hand-ledger bookkeeping is becoming an obsolete skill.
- Promotions may lead to higher level bookkeeping and accounting positions, or may take the form of self-employment.
- Almost all jobs are 40 hours per week. Some jobs are part-time or on-call, ranging from 25-40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$10.75/hr	Median: \$9.00/hr
<b>New Hires/Exp'd:</b>	\$8.50 to \$19.50/hr	Median: \$11.50/hr
<b>Exp'd/After 3 Years:</b>	\$10.50 to \$24.25/hr	Median: \$13.95/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, life insurance, and a retirement plan. Most also provide vision insurance. Some employers may provide benefits for part-time employees.

### Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be required. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Employers of all industries in Sonoma County employ Accounting and Bookkeeping Clerks. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employment and training agencies and/or employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,840 to 3,470 Accounting and Bookkeeping Clerks currently employed in Sonoma County. About 87 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 25-30 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 50-65 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for well qualified job seekers.

## Bookkeeping, Accounting & Auditing Clerks--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to perform basic mathematical calculations
- Ability to work as part of a team
- Verbal communication skills
- Ability to work independently
- English grammar and spelling skills
- Writing skills

#### Physical Abilities

- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Record keeping skills
- Organizational and time management skills
- Problem solving skills
- Knowledge of accounting software
- Ability to work under pressure
- Possess good DMV driving record
- Multi-cultural familiarity

### Nationwide Job Outlook

The large size of this occupation ensures a large number of openings and plentiful job opportunities for job seekers. Virtually all job openings through the year 2005 will be due to replacement needs because of workers transferring to other occupations or leaving the labor force. Turnover is lower than among other record clerk occupations. Many opportunities for temporary and part-time work should also be available. A growing economy will result in more financial transactions and other activities and, therefore, more demand for accounting services. Virtually all new jobs will be created in small, rapidly growing organizations. Large organizations, on the other hand, are likely to continue the consolidation of departments to eliminate duplicate functions and reduce the demand for these clerks. Overall, little change is expected in the employment level through 2005.

### Where to Find More Information

California Occupational Guides:

See Bookkeeping, Accounting, and Auditing Clerks

Occupational Outlook Handbook:

See Bookkeeping, Accounting, and Auditing Clerks

## Cashiers (Clerks)

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers (OES 490230).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Cashiers may lead to supervisory or management positions.
- Most jobs are 20-25 hours per week. Many jobs are 35-40 hours per week.
- Willingness to work weekends, part-time, nights, overtime, and on-call is important for job entry.
- Some employers report that computer skills are becoming increasingly important.

### Getting the Training

Employers generally provide the training for this occupation. However, certificate programs for Retail Salespersons often provide cashier-related training.

### Getting the Job

Cashiers in Sonoma County are employed by a wide variety of business establishments, primarily within the retail and service sectors. Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants and/or through in-house promotion. Grocery Clerks are generally promoted from Courtesy Clerk positions.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.50 to \$7.50/hr	Median: \$5.30/hr
<b>New Hires/Exp'd:</b>	\$5.00 to \$7.75/hr	Median: \$6.00/hr
<b>Exp'd/After 3 Years:</b>	\$6.75 to \$10.00/hr	Median: \$7.65/hr

For full-time positions (32+ hours per week), most employers provide medical insurance and a paid vacation. Many also provide dental insurance, paid sick leave, and a retirement plan. Some provide vision insurance and life insurance. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 3,595-4,395 Cashiers currently employed in Sonoma County. About 69 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 90-110 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 1,090-1,330 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers, particularly for those with prior experience.

## Cashiers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- Ability to perform routine, repetitive work
- Ability to work independently
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 100 lbs
- Ability to pass a pre-employment medical exam
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Attention to detail
- Ability to work under pressure
- Problem solving skills
- Organizational and time management skills
- Ability to handle crisis situations
- Willingness to participate in drug testing
- Record keeping skills
- Multi-cultural familiarity
- Supervisory skills
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Employment of cashiers is expected to increase about as fast as the average for all occupations through the year 2005. This is due to expanding demand for goods and services by a growing population. Although growth will account for numerous openings, most jobs will result from the need to replace experienced workers who transfer to other occupations or leave the labor force. Workers under the age of 25 have traditionally filled many of the openings in this occupation. Recently, however, more openings are being filled by nontraditional workers, such as elderly and disabled persons. As in the past, replacement needs will create a significant number of job openings. This is because the occupation is large and turnover is much higher than average. Opportunities for part-time work are expected to continue to be excellent.

### Where to Find More Information

California Occupational Guides:

See Cashiers

Occupational Outlook Handbook:

See Cashiers

## Child Care Workers

**Also known as Aides and Assistant Teachers**

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school and 6-12 units of ECE (Early Childhood Education).
- Prior experience is often required.
- Promotions for Child Care Workers may take the form of self-employment or, with additional education, may lead to Teacher, Head Teacher, and Center Director.
- Most jobs are 15-20 hours per week. Many other jobs are 30-40 hours per week.
- Willingness to work part-time may be important for job entry. Willingness to submit to a background check may also be important.

### Getting the Training

Early Childhood Education courses are usually provided by community colleges. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Child Care Workers in Sonoma County are employed by child care centers, nursery schools, and pre-schools. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$8.00/hr	Median: \$6.25/hr
<b>New Hires/Exp'd:</b>	\$5.25 to \$9.00/hr	Median: \$6.88/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$9.75/hr	Median: \$8.13/hr

Most employers provide medical insurance and other benefits, including a paid vacation, and paid sick leave. Some also provide dental insurance, child care, vision insurance, a retirement plan, and life insurance. Those employed by fitness centers may also receive club privileges.

### Employment Information

**Occupation Size:** Medium. There are approximately 275 to 340 Child Care Workers currently employed in Sonoma County. About 95 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.



## Child Care Workers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- Writing skills
- English grammar and spelling skills

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Trained in CPR and first aid techniques
- Ability to work under pressure
- Ability to handle crisis situations
- Problem solving skills
- Organizational and time management skills
- Supervisory skills
- Multi-cultural familiarity

### Nationwide Job Outlook

Employment of preschool workers is projected to increase much faster than the average for all occupations through the year 2005. Job openings should be plentiful as many preschool workers leave the occupation each year for other jobs, to take care of family responsibilities, or for other reasons. The relatively high turnover, combined with an increased demand for preschool workers, is expected to create many openings. Qualified persons who are interested in this work should have little trouble finding and keeping a job. The proportion of youngsters in daycare and preschool is expected to increase, reflecting a shift in the type of child-care arrangements parents choose. Rising labor force participation among women age 20-44 will also contribute to the growth of employment among preschool workers. Mothers of very young children are almost as likely to work as other women, and women are returning to work sooner after childbirth.

### Where to Find More Information

California Occupational Guides:

See Child Care Workers (Aides)

Occupational Outlook Handbook:

See Preschool Workers

## Computer Engineers

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems (OES 221270).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed four years of college.
- Prior experience is often required.
- Knowledge of software programming languages, such as C++, Windows, UNIX, and Visual Basic, are essential.
- Promotions for Computer Engineers may lead to positions such as Senior Engineer, Project Manager, and Director of Engineering.
- Almost all jobs are 40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$11.00 to \$16.75/hr	Median: \$13.83/hr
<b>New Hires/Exp'd:</b>	\$15.50 to \$25.00/hr	Median: \$18.46/hr
<b>Exp'd/After 3 Years:</b>	\$20.75 to \$36.00/hr	Median: \$21.58/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance and a retirement plan. Some provide vision insurance.

### Getting the Training

Many colleges and universities offer undergraduate programs in computer science or engineering. Refer to college or university catalogs for more information.

### Getting the Job

Most Computer Engineers in Sonoma County are employed by various manufacturers and/or designers of computer hardware and software. Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees.

### Employment Information

**Occupation Size:** Medium. There are approximately 235 to 290 Computer Engineers currently employed in Sonoma County. About 11 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have considerable difficulty finding applicants who meet their hiring standards. This indicates a very good outlook for fully qualified job seekers.

## Computer Engineers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to work as part of a team
- Verbal communication skills
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills
- Ability to perform routine, repetitive work

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Ability to work under pressure
- Organizational and time management skills
- Record keeping skills
- Ability to handle crisis situations
- Ability to plan and organize the work of others
- Multi-cultural familiarity
- Supervisory skills

### Nationwide Job Outlook

Computer scientists and systems analysts will be among the fastest growing occupations through the year 2005. In addition, tens of thousands of job openings will result annually from the need to replace workers who move into managerial positions or other occupations, or leave the labor force. The demand for computer scientists and engineers is expected to rise as organizations attempt to maximize the efficiency of their computer systems. As international and domestic competition increases, organizations will face growing pressure to use technological advances in areas such as office and factory automation, telecommunications technology, and scientific research. Individuals with an advanced degree in computer science should enjoy very favorable employment prospects because the number of these degrees has not kept pace with the needs of employers. College graduates with a bachelor's degree in computer science, computer engineering, information science, or information systems should also experience good prospects for employment.

### Where to Find More Information

California Occupational Guides:

See Electrical/Electronics Engineers; See also Computer Programmers

Occupational Outlook Handbook:

See Computer Scientists and Systems Analysts

## Computer Network Administrators

Computer Network Administrators direct a firm's computer network and its related computing environments, including hardware, software, and all configurations.

### Training, Experience, and Other Requirements

- Most recent hires have completed some college or vocational training. Some have completed four years of college.
- Most employers report that they always require prior experience.
- Promotions for Computer Network Administrators may lead to supervisory or higher management positions.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime, nights, weekends, and on-call is important for job entry.
- Almost all employers report that computer word processing, spreadsheet, and database skills are important. Internet and Intranet skills are also becoming increasingly important.

### Getting the Training

Many colleges and universities offer undergraduate programs in computer science. In addition, certificate programs may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Computer Network Administrators are increasingly employed in a wide variety of industries that have computer network systems. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion or transfer. Many fill openings by hiring referrals from employees and/or employment agencies.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.75 to \$15.00/hr	Median: \$12.90/hr
<b>New Hires/Exp'd:</b>	\$9.50 to \$25.50/hr	Median: \$18.41/hr
<b>Exp'd/After 3 Years:</b>	\$11.50 to \$28.75/hr	Median: \$19.18/hr

Almost all employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and dental insurance. Most also provide life insurance and a retirement plan. Many provide vision insurance.

### Employment Information

**Occupation Size:** Small. There are approximately 50-100 Computer Network Administrators currently employed in Sonoma County. About 29 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Insufficient Data (However, about half of the employers surveyed expect their number of employees in this occupation to grow over the next three years.)

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers, particularly for those with prior experience.

## Computer Network Administrators--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Verbal communication skills
- Ability to work as part of a team
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 50 lbs
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Ability to handle crisis situations
- Organizational and time management skills
- Ability to work under pressure
- Record keeping skills
- Supervisory skills
- Ability to plan and organize the work of others
- Willingness to participate in drug testing
- Possess good DMV driving record
- Multi-cultural familiarity

### Nationwide Job Outlook

Computer scientists and systems analysts will be among the fastest growing occupations through the year 2005. In addition, tens of thousands of job openings will result annually from the need to replace workers who move into managerial positions or other occupations, or leave the labor force. The demand for computer scientists and engineers is expected to rise as organizations attempt to maximize the efficiency of their computer systems. As international and domestic competition increases, organizations will face growing pressure to use technological advances in areas such as office and factory automation, telecommunications technology, and scientific research. The complexity associated with designing new applications is growing. The need to design computer networks that will facilitate the sharing of information will also be a major factor in the rising demand for systems analysts.

### Where to Find More Information

California Occupational Guides:

See LAN/WAN Managers; See also Computer Systems Analysts

Occupational Outlook Handbook:

See Computer Scientists and Systems Analysts

## Computer Programmers

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information (OES 251051).

### Training, Experience, and Other Requirements

- Most recent hires have completed four years of college.
- Many employers report that they always require prior experience.
- Promotions for Computer Programmers may lead to supervisory or management positions.
- Almost all jobs are 40-50 hours per week.
- Willingness to work overtime, weekends, nights, on-call, and part-time is important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.50 to \$14.50/hr	Median: \$10.00/hr
<b>New Hires/Exp'd:</b>	\$10.25 to \$20.00/hr	Median: \$16.78/hr
<b>Exp'd/After 3 Years:</b>	\$15.00 to \$31.25/hr	Median: \$21.58/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance and a retirement plan. Many provide vision insurance.

### Getting the Training

Many colleges and universities offer undergraduate programs in computer science. In addition, certificate programs may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Computer Programmers in Sonoma County are employed in a wide variety of industries, including software development firms. Almost all employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employment agencies and/or through in-house promotion. Many high-tech employers also list available jobs on the Internet.

### Employment Information

**Occupation Size:** Medium. There are approximately 305-375 Computer Programmers currently employed in Sonoma County. About 29 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers, particularly for those with prior experience.

## Computer Programmers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Verbal communication skills
- Writing skills
- Ability to perform basic mathematical calculations
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to lift at least 50 lbs
- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Ability to work under pressure
- Organizational and time management skills
- Ability to handle crisis situations
- Record keeping skills
- Ability to plan and organize the work of others
- Supervisory skills
- Multi-cultural familiarity
- Possess good DMV driving record
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of programmers is expected to grow faster than the average for all occupations through the year 2005 as computer usage expands. The demand for programmers will increase as organizations seek new and updated software applications. The rising demand for information, further automation of offices and factories, advances in health and medicine, and continuing scientific research will stimulate the demand for skilled programmers. Networking computers so they can communicate with each other is necessary to achieve the greater efficiency that organizations require to remain competitive.

### Where to Find More Information

California Occupational Guides:

See Computer Programmers

Occupational Outlook Handbook:

See Computer Programmers

## Cooks, Restaurant

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu (OES 650260).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Some employers report that they always require prior experience.
- Promotions for Restaurant Cooks may lead to supervisory positions.
- Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.
- Willingness to work weekends, nights, part-time, overtime, and on-call is important for job entry.

### Getting the Training

Certificate programs take about one year to complete, although employers often provide on-the-job training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Almost all employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion. Many fill openings by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.50 to \$7.50/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$9.00/hr	Median: \$7.45/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$13.50/hr	Median: \$9.00/hr

Almost all employers provide medical insurance and other benefits, including dental insurance and a paid vacation. Most also provide paid sick leave. Many provide life insurance, vision insurance, and a retirement plan. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 980-1,195 Restaurant Cooks currently employed in Sonoma County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 200-240 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 190-230 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.



## Cooks, Restaurant--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to work independently
- Ability to perform routine, repetitive work
- Verbal communication skills
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs
- Ability to do strenuous, physically demanding work
- Ability to pass a pre-employment medical exam
- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Ability to work under pressure
- Ability to handle crisis situations
- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Ability to plan and organize the work of others
- Record keeping skills
- Willingness to participate in drug testing
- Multi-cultural familiarity
- Supervisory skills
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Job openings for chefs and cooks are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. The overall level of economic activity has a significant effect on food and beverage sales within eating and drinking establishments. Other factors contributing to employment growth will be population growth, rising family and personal incomes, and more leisure time that will allow people to dine out and take vacations more often. Also, as more women join the work force, families increasingly may find dining out a welcome convenience.

### Where to Find More Information

California Occupational Guides:

See Cooks and Chefs

Occupational Outlook Handbook:

See Chefs, Cooks, and Other Kitchen Workers

## Data Processing Equipment (Computer) Repairers

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems (OES 857050).

**Also known as Computer Technicians and Service Technicians**

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school plus some college or vocational training.
- Prior experience is often required.
- Experience with PC-based (IBM compatible) and Macintosh computers, printers and knowledge of networking is important for job entry.
- Some employers report that problem solving skills are in short supply.
- Promotions for Computer Service Technicians may lead to supervisory or management positions.
- Almost all jobs are 40 hours per week. Some jobs are 25-30 hours per week.

### Getting the Training

Certificate and degree programs range in length from one to two years. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Computer Service Technicians in Sonoma County are employed by computer retailers and repair shops. Most all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some also fill openings by hiring unsolicited applicants and/or referrals from private employment agencies.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.50 to \$13.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.50 to \$15.75/hr	Median: \$9.50/hr
<b>Exp'd/After 3 Years:</b>	\$11.50 to \$20.50/hr	Median: \$17.50/hr

Most employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Many also provide vision insurance. Some provide life insurance and a retirement plan.

### Employment Information

**Occupation Size:** Small. There are approximately 55 to 65 Computer Service Technicians currently employed in Sonoma County. About 9 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

## Data Processing Equipment (Computer) Repairers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work independently
- Ability to work as part of a team
- Writing skills
- English grammar and spelling skills

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Organizational and time management skills
- Ability to work under pressure
- Record keeping skills
- Ability to handle crisis situations
- Possess good DMV driving record
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Employment of those who repair computers is expected to grow much faster than the average for all occupations through the year 2005. Demand for computer repairers will increase as the amount of computer equipment increases. Organizations throughout the economy should continue to automate in search of greater productivity and improved service. The development of new computer applications and lower computer prices will also spur demand. As a result, more repairers will be needed to install, maintain, and repair these machines.

### Where to Find More Information

California Occupational Guides:

See Data Processing Equipment Repairers

See also Electronics Repairers

Occupational Outlook Handbook:

See Computer and Office Machine Repairers

See also Engineering Technicians

## Dental Assistants

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required (OES 660020).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed two years of college.
- Prior experience is often required.
- Certification as an RDA (Registered Dental Assistant) is usually required.
- Computer database skills may be important for job entry.
- Promotions for Dental Assistants may lead to supervisory positions such as Office Manager or, with additional education, to Dental Hygienist.
- Almost all jobs are 32-40 hours per week. Some jobs are 16-30 hours per week.
- Willingness to work overtime, part-time, nights, and weekends may be important for job entry.

### Getting the Training

Certificate programs generally range in length from one to two years. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from private employment agencies, professional associations, and/or employees.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.50 to \$13.00/hr	Median: \$12.00/hr
<b>New Hires/Exp'd:</b>	\$9.25 to \$15.50/hr	Median: \$12.50/hr
<b>Exp'd/After 3 Years:</b>	\$13.50 to \$17.00/hr	Median: \$14.50/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide a paid vacation. Some provide life insurance and vision insurance. Some may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Large. There are approximately 450 to 550 Dental Assistants currently employed in Sonoma County. About 96 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding inexperienced but qualified applicants, and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced.

## Dental Assistants--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to perform routine, repetitive work
- Verbal communication skills
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Trained in CPR and first aid techniques
- Attention to detail
- Organizational and time management skills
- Ability to handle crisis situations
- Record keeping skills
- Ability to work under pressure
- Problem solving skills
- Multi-cultural familiarity

### Nationwide Job Outlook

Employment is expected to grow faster than the average for all occupations through the year 2005. Population growth, higher incomes, and greater retention of natural teeth by middle-aged and older people will fuel demand for dental services. Also, dentists are likely to employ more assistants for several reasons. Older dentists, who are less likely to employ assistants, will leave and be replaced by recent graduates who are more likely to use one, or even two assistants. In addition, as dentists' workloads increase, they are expected to hire more assistants to perform routine tasks. Nevertheless, most job openings for dental assistants will arise from the need to replace assistants who leave the occupation. Many assistants leave the job to take on family responsibilities, return to school, or transfer to another occupation.

### Where to Find More Information

California Occupational Guides:

See Dental Assistants

Occupational Outlook Handbook:

See Dental Assistants

## Dental Hygienists

**Also known as Registered Dental Hygienists**

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth (OES 329080).

### Training, Experience, and Other Requirements

- Licensing is required for this occupation; contact the State Committee on Dental Auxiliaries for information.
- Almost all recent hires have completed two to four years of college.
- Some employers report that they always require prior experience.
- Promotions for Dental Hygienists may take the form of higher wages or lead to supervisory positions, such as Office Manager.
- Most jobs are 15-20 hours per week. Some jobs are 32-34 hours per week.
- Willingness to work overtime, nights, on-call, and weekends is important for job entry.
- Some employers report that computer skills are becoming increasingly important.

### Getting the Training

Degree programs take about two years to complete. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employment agencies. Many fill openings by hiring referrals from employees. Some fill openings by hiring training program referrals.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$27.00 to \$35.00/hr	Median: \$30.00/hr
<b>New Hires/Exp'd:</b>	\$32.00 to \$36.00/hr	Median: \$33.79/hr
<b>Exp'd/After 3 Years:</b>	\$34.00 to \$36.75/hr	Median: \$35.48/hr

For full-time positions (32+ hours per week), many employers provide medical insurance and other benefits, including a paid vacation and a retirement plan. Some also provide paid sick leave and dental insurance. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Medium. There are approximately 245-295 Dental Hygienists currently employed in Sonoma County. About 97 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 65-75 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 15-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Dental Hygienists--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work independently
- Ability to work as part of a team
- Ability to perform routine, repetitive work
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 10 lbs
- Ability to do strenuous, physically demanding work
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Trained in CPR and first aid techniques
- Organizational and time management skills
- Record keeping skills
- Ability to handle crisis situations
- Ability to work under pressure
- Problem solving skills
- Supervisory skills
- Ability to plan and organize the work of others
- Willingness to participate in drug testing
- Multi-cultural familiarity

### Nationwide Job Outlook

Employment of dental hygienists is expected to grow much faster than the average for all occupations through the year 2005. This is in response to increasing demand for dental care. Demand will be stimulated by population growth, a greater retention of natural teeth by middle-aged and elderly people, and rising real incomes. Additional job openings will result from the need to replace workers who leave the occupation. In addition, older dentists, who are less likely to employ dental hygienists, will leave and be replaced by recent graduates who will be more likely to use Dental Hygienists. Further, as dentists' workloads increase, they are expected to hire more hygienists to perform preventive dental care such as cleaning, so they may use their own time more profitably.

### Where to Find More Information

California Occupational Guides:

See Dental Hygienists

Occupational Outlook Handbook:

See Dental Hygienists

## Drafters

### Also known as CAD Operators

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings (OES 225140).

### Training, Experience, and Other Requirements

- Most recent hires have completed one to two years of college or vocational training.
- Prior experience is often required.
- Some employers report that adequate CAD skills are in short supply.
- Most employers use PC-based computer systems (IBM-compatible).
- With the appropriate education, promotions may lead to Architect or Engineer.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime may be important for job entry.

### Getting the Training

Certificate and degree programs range in length from one to two years and are usually followed by a period of on-the-job training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Drafters and CAD Operators in Sonoma County are employed by engineering and architectural firms. Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants and/or referrals from private employment agencies.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$14.50/hr	Median: \$11.50/hr
<b>New Hires/Exp'd:</b>	\$11.00 to \$17.75/hr	Median: \$14.25/hr
<b>Exp'd/After 3 Years:</b>	\$14.00 to \$26.25/hr	Median: \$17.55/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, a retirement plan, and dental insurance. Most also provide life insurance. Many provide vision insurance.

### Employment Information

**Occupation Size:** Medium. There are approximately 345 to 420 Drafters and CAD Operators currently employed in Sonoma County. About 22 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding inexperienced but qualified applicants, and considerable difficulty finding qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced.



## Drafters--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to perform basic mathematical calculations
- Verbal communication skills
- Ability to work independently
- Ability to perform routine, repetitive work
- English grammar and spelling skills

#### Physical Abilities

- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Record keeping skills
- Ability to work under pressure

### Nationwide Job Outlook

Employment is expected to grow more slowly than the average for all occupations through the year 2005. Industrial growth and the increasingly complex design problems associated with new products and processes will increase the demand for drafting services. However, greater use of CAD equipment by architects and engineers, as well as drafters, is expected to offset some of this growth in demand. Although productivity gains from CAD have been relatively modest since CAD use became widespread, CAD technology continues to advance. CAD is expected to become an increasingly powerful tool, simplifying many traditional drafting tasks. Individuals who have at least 2 years of training in a technically strong drafting program and who have experience with CAD systems will have the best opportunities. Although growth in employment will create many job openings, most job openings are expected to arise as drafters retire or leave the labor force for other reasons.

### Where to Find More Information

California Occupational Guides:

See Drafting Occupations

Occupational Outlook Handbook:

See Drafters

## Drivers/Sales Workers (Route)

Driver/Sales Workers drive trucks or other vehicles over established routes to deliver and sell goods, such as food products; to collect and deliver items, such as laundry; or to collect coins, and to refill and service vending machines. Includes newspaper delivery drivers (OES 971170).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Some employers report that they always require prior experience.
- Promotions for Sales/Route Drivers may lead to supervisory or management positions, or to sales positions.
- Most jobs are 38-40 hours per week. Some jobs are 20-25 hours per week.
- Willingness to work overtime, weekends, part-time, on-call, temporary, and nights is important for job entry.
- Some employers report that computer skills are becoming increasingly important.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Sales/Route Drivers in Sonoma County are employed by eating places, wholesalers, newspapers, retailers, and manufacturers and processors of food products. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants and/or through in-house promotion.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$11.00/hr	Median: \$7.75/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$12.00/hr	Median: \$9.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$14.00/hr	Median: \$10.50/hr

Note: These wages may include commissions.

Most employers provide medical insurance and other benefits, including a paid vacation, dental insurance, paid sick leave, and a retirement plan. Many also provide vision insurance. Some provide life insurance.

### Employment Information

**Occupation Size:** Medium. There are approximately 425-515 Sales/Route Drivers currently employed in Sonoma County. About 8 percent in California are female.

**Annual Turnover:** Estimated to be very high (40 percent or more).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

## Drivers/Sales Workers (Route)--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Verbal communication skills
- Ability to perform routine, repetitive work
- Ability to work as part of a team
- English grammar and spelling skills
- Ability to perform basic mathematical calculations
- Writing skills

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to do strenuous, physically demanding work
- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 100 lbs

#### Other Qualifications

- Possess good DMV driving record
- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Ability to work under pressure
- Willingness to participate in drug testing
- Ability to handle crisis situations
- Record keeping skills
- Supervisory skills
- Ability to plan and organize the work of others
- Multi-cultural familiarity

### Nationwide Job Outlook

Job opportunities for truck drivers should be favorable as this occupation is among the occupations with the largest number of job openings. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. In addition, truck driver jobs vary greatly in terms of earnings, weekly work hours, and in the quality of equipment operated. Because truck driving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions. Employment is expected to increase about as fast as the average for all occupations through the year 2005 as the economy grows and the amount of freight carried by trucks increases. However, increased integration of truck and railroad long-distance freight transportation should continue to slow the growth of truck driver jobs.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See Truck Drivers

## Electrical & Electronic Assemblers

Electrical and Electronic Assemblers perform work at a level not requiring a high degree of precision. Includes such occupations as Electronic Wirers, Armature Connectors, Electric Motor Winders, Skein Winders, Carbon Brush Assemblers, Battery and Battery Parts Assemblers, Electric Sign Assemblers, and Electrical and Electronic Subassemblers (OES 939050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- A few jobs are filled by promoting from a trainee position.
- Promotions for Electronic Assemblers may lead to supervisory positions.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime may be important for job entry. Willingness to participate in drug testing may also be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$8.00/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$6.75 to \$10.00/hr	Median: \$7.50/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$15.50/hr	Median: \$10.50/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, dental insurance, paid sick leave, and a retirement plan. Most also provide life insurance and vision insurance. Some provide child care benefits.

### Getting the Training

Certificate programs generally range in length from six to eighteen months, although employers often provide on-the-job training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Electrical and Electronic Assemblers in Sonoma County are employed by various manufacturers of electronic or electrical equipment or parts. Most employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees and/or employment and training agencies.

### Employment Information

**Occupation Size:** Medium. There are approximately 240 to 290 Electrical and Electronic Assemblers currently employed in Sonoma County. About 64 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Electrical & Electronic Assemblers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- Ability to perform basic mathematical calculations
- Ability to work independently
- Ability to perform routine, repetitive work
- Writing skills
- English grammar and spelling skills

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Record keeping skills
- Multi-cultural familiarity

### Nationwide Job Outlook

Opportunities for those who wish to become precision assemblers depend on the industries in which the jobs are located. For instance, there should be keen competition for assembly jobs in the aerospace and electronics industries. The aerospace industry is anticipating reductions in defense contracts through the 1990's, uncertain funding for space projects, and weaker commercial aircraft demand than was expected in the late 1980's. The electronics industry, on the other hand, faces the decade ahead with excellent prospects for growth. As firms invest in more automated production equipment and processes, however, the number of assembly jobs in electronics will fall. The effect of automation on precision assembler employment will depend on how rapidly and extensively new manufacturing technologies are adopted. Not all precision assemblers can be replaced efficiently by automated processes. Flexible manufacturing systems are expensive, and a large volume of repetitive work is required to justify their purchase.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See Precision Assemblers

## Electrical & Electronic Engineering Technicians

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment (OES 225050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed two years of college.
- Prior experience is often required as is familiarity with PC-based (IBM compatible) computers.
- With the appropriate education, promotions for Engineering Technicians may lead to Engineer positions.
- Almost all jobs are 40 hours per week. Some jobs are on-call, 30-40 hours per week.
- Willingness to work overtime may be important for job entry. Willingness to participate in drug testing may also be important.

### Getting the Training

Certificate and degree programs usually require two years of college or vocational training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Engineering Technicians in Sonoma County are employed by various manufacturers and/or designers of electronic or electrical equipment or parts. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees and/or employment and training agencies. Some fill openings through in-house promotion or transfer.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$13.25/hr	Median: \$8.50/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$17.50/hr	Median: \$13.00/hr
<b>Exp'd/After 3 Years:</b>	\$12.25 to \$21.75/hr	Median: \$18.50/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, and a retirement plan. Most also provide life insurance. Some provide vision insurance.

### Employment Information

**Occupation Size:** Large. There are approximately 625 to 765 Engineering Technicians currently employed in Sonoma County. About 15 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for fully qualified job seekers.

## Electrical & Electronic Engineering Technicians--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work independently
- Ability to work as part of a team
- Ability to perform basic mathematical calculations
- Writing skills
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Problem solving skills
- Attention to detail
- Organizational and time management skills
- Record keeping skills
- Ability to handle crisis situations

### Nationwide Job Outlook

Well-qualified engineering technicians should experience good employment opportunities through the year 2005. Employment is expected to increase as fast as the average for all occupations due to expected continued growth in the output of technical products. Competitive pressures and advancing technology will force companies to improve and update manufacturing facilities and product designs more rapidly than in the past. However, like engineers, employment of engineering technicians is influenced by local and national economic conditions. The employment outlook also varies with the area of specialization and industry. Some types of engineering technicians, such as civil engineering and aeronautical engineering technicians, experience greater cyclical fluctuations than others. Technicians whose jobs are defense related may experience fewer opportunities because of defense cutbacks. In addition to growth, nearly as many job openings will be to replace technicians who retire or leave the labor force for other reasons.

### Where to Find More Information

California Occupational Guides:

See Electrical and Electronic Engineering Technicians

Occupational Outlook Handbook:

See Engineering Technicians

## Financial Managers

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions (OES 130020).

### Training, Experience, and Other Requirements

- Most recent hires have completed four years of college.
- Most employers report that they always require prior experience.
- Promotions for Financial Managers may lead to higher level management positions.
- Almost all jobs are 40 or more hours per week.
- Willingness to work weekends and overtime is important for job entry.
- Employers report that computer spreadsheet, word processing, and database/accounting software skills is important.

### Wages and Fringe Benefits

Most Financial Managers earn (including commission) from \$24,000 to \$54,000 per year for new hires with experience, and from \$31,000 to \$73,000 per year for experienced managers after three years on the job.

Almost all employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Most also provide paid sick leave, life insurance, and vision insurance. Many provide a retirement plan and/or profit sharing.

### Getting the Training

Many colleges and universities offer undergraduate programs in business, accounting, and economics. Refer to college or university catalogs for more information.

### Getting the Job

Financial Managers in Sonoma County are employed in a wide variety of industries. Most employers recruit applicants through newspaper advertisements. Some openings are filled by hiring referrals from employees and/or employment agencies. Some other openings are filled through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,110-1,355 Financial Managers currently employed in Sonoma County. About 50 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding qualified applicants with prior experience. This indicates a good outlook for qualified job seekers.



## Financial Managers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Writing skills
- Verbal communication skills
- Ability to work independently
- Ability to work as part of a team
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 10 lbs

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Organizational and time management skills
- Ability to work under pressure
- Ability to handle crisis situations
- Record keeping skills
- Ability to plan and organize the work of others
- Supervisory skills
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of financial managers is expected to increase about as fast as the average for all occupations through the year 2005. In addition, job openings will arise each year as financial managers transfer to other occupations, start their own businesses, or retire. Similar to other managers, most financial managers who leave their jobs seek other positions in their field. Relatively few experienced workers will leave the occupation permanently each year. Many opportunities will exist for the most skilled, adaptable, and knowledgeable financial managers. Those who keep abreast of the latest financial instruments and changing regulations, and those familiar with a range of financial services and with data processing and management information systems will enjoy the best employment opportunities. Also, developing expertise in a rapidly growing industry, such as health care, may prove helpful.

### Where to Find More Information

California Occupational Guides:

See Investment Analysts

Occupational Outlook Handbook:

See Financial Managers

## First Line Supervisors & Managers, Clerical

**Also known as Office Managers**

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some Manager/Supervisors may also engage, in part, in the same clerical work as the workers they supervise (OES 510020).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school plus some college or vocational training.
- Many employers report that they always require prior supervisory or management experience.
- Promotions for Clerical Supervisors and Managers may lead to higher level management positions.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime, weekends, part-time, and nights is important for job entry.
- Almost all employers report that computer word processing skills are important. Most also report that spreadsheet and database skills are also important.

### Getting the Training

Certificate and degree programs for Office Managers and Administrative Assistants range in length from four months to two years. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Clerical Supervisors and Managers in Sonoma County are employed in most industries. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Some fill openings through in-house promotion and/or by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$9.75/hr	Median: \$9.10/hr
<b>New Hires/Exp'd:</b>	\$9.00 to \$15.25/hr	Median: \$10.93/hr
<b>Exp'd/After 3 Years:</b>	\$10.00 to \$17.50/hr	Median: \$14.38/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and dental insurance. Most also provide paid sick leave, life insurance, and a retirement plan. Some provide vision insurance.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,875-2,290 Clerical Supervisors and Managers currently employed in Sonoma County. About 64 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 40-45 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 40-50 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers, particularly for those with prior experience.

## First Line Supervisors & Managers, Clerical--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to work independently
- Verbal communication skills
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Record keeping skills
- Organizational and time management skills
- Attention to detail
- Problem solving skills
- Supervisory skills
- Ability to plan and organize the work of others
- Ability to work under pressure
- Ability to handle crisis situations
- Multi-cultural familiarity
- Possess good DMV driving record
- Willingness to participate in drug testing
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment of clerical supervisors and managers is expected to grow about as fast as the average for all occupations through the year 2005. Although growth in the demand for clerical supervisors will generate many job openings, most openings will result from the need to replace experienced supervisors who transfer to other occupations or leave the labor force. Because the occupation is so large, replacement needs will create a large number of job openings. Employment of clerical supervisors is tied somewhat to the demand for clerical workers. More clerical work will be generated as organizations and the economy grow, especially the business and service sectors. As the amount of clerical work to be done continues to increase, more managers will be needed to coordinate this rising volume of work. As office automation causes employment in some clerical occupations to slow or even decline, supervisors may have smaller staffs and perform more professional tasks. In other areas, fewer supervisors may be needed.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See Clerical Supervisors and Managers

## Food Preparation Workers (Prep Cooks)

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen (OES 650380).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school.
- Prior experience is often required.
- Most Prep Cooks begin as Dishwashers or Bus Persons.
- Promotions may lead to Line Cook or supervisory positions.
- Most jobs are 30-40 hours per week. Many jobs are 20-25 hours per week.
- Willingness to work part-time, weekends, nights, and overtime may be important for job entry. Willingness to participate in drug testing may also be important.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Prep Cooks in Sonoma County are employed by restaurants and delicatessens. Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.50 to \$6.00/hr	Median: \$5.25/hr
<b>New Hires/Exp'd:</b>	\$5.25 to \$6.75/hr	Median: \$6.00/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$10.00/hr	Median: \$7.88/hr

Almost all employers provide medical insurance. Most also provide dental insurance. Many provide a paid vacation. Some provide vision insurance, life insurance, paid sick leave, and a retirement plan. A few may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,235 to 2,730 Prep Cooks currently employed in Sonoma County. About 33 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 60-70 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 75-95 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Food Preparation Workers (Prep Cooks)--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to perform routine, repetitive work
- Verbal communication skills
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 100 lbs
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Record keeping skills
- Multi-cultural familiarity
- Supervisory skills
- Ability to work under pressure
- Ability to plan and organize the work of others
- Ability to handle crisis situations
- Trained in CPR and first aid techniques
- Possess good DMV driving record

### Nationwide Job Outlook

Job openings for cooks and other kitchen workers are expected to be excellent through the year 2005. Most openings will arise from the need to replace the relatively high proportion of workers who leave this very large occupation each year. There is substantial turnover in many of these jobs because their limited requirements for formal education and training allow easy entry, and the many part-time positions are attractive to persons seeking a short-term source of income rather than a career. Many of the workers who leave these jobs transfer to other occupations, while others stop working to assume household responsibilities or to attend school full time. Workers under the age of 25 have traditionally filled a significant proportion of the lesser skilled jobs in this occupation. The pool of young workers is expected to continue to shrink through the 1990's and many employers will be forced to offer higher wages, better benefits, and more training to attract and retain workers in these jobs.

### Where to Find More Information

California Occupational Guides:

See Cooks and Chefs

Occupational Outlook Handbook:

See Chefs, Cooks, and Other Kitchen Workers

## Gardeners & Groundskeepers

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Does not include Groundskeepers who disseminate information to the public and enforce rules in public parks (OES 79030).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Gardeners and Groundskeepers may lead to supervisory positions.
- Almost all jobs are 40 hours per week.
- Willingness to work overtime, temporary, part-time, and weekends is important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$7.50/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$9.50/hr	Median: \$7.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$12.00/hr	Median: \$9.75/hr

Most employers provide medical insurance and a paid vacation. Many also provide paid sick leave. Some provide dental insurance, life insurance, and vision insurance.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Gardeners and Groundskeepers in Sonoma County are employed by landscaping and garden/maintenance firms, schools, and government agencies. Almost all employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,015-1,240 Gardeners and Groundskeepers currently employed in Sonoma County. About 6 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Gardeners & Groundskeepers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to work as part of a team
- Ability to perform routine, repetitive work
- Verbal communication skills
- Ability to perform basic mathematical calculations
- Writing skills
- English grammar and spelling skills

#### Physical Abilities

- Ability to do strenuous, physically demanding work
- Ability to stand continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 100 lbs

#### Other Qualifications

- Possess good DMV driving record
- Attention to detail
- Problem solving skills
- Organizational and time management skills
- Ability to work under pressure
- Ability to handle crisis situations
- Supervisory skills
- Ability to plan and organize the work of others
- Record keeping skills
- Multi-cultural familiarity
- Willingness to participate in drug testing
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005. This is in response to increasing demand for gardening and landscaping services. Furthermore, a large number of job openings are expected to result from the need to replace workers who transfer to other occupations or leave the labor force. Because wages for beginners are low and the work is physically demanding, many employers have difficulty attracting enough workers to fill all openings. Expected growth in the construction of commercial and industrial buildings, shopping malls, homes, highways, and parks and recreational facilities should stimulate demand for these workers. Developers are increasingly using landscaping services to attract prospective buyers and tenants. Also, a growing number of homeowners are using lawn maintenance and landscaping services.

### Where to Find More Information

California Occupational Guides:

See Gardeners and Groundskeepers

Occupational Outlook Handbook:

See Gardeners and Groundskeepers

## General Office Clerks

**Also known as Clerk-Typists**

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined (OES 553470).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school plus some college or vocational training.
- Prior experience is often required.
- Some positions are filled by promoting from other clerical positions.
- Promotions for General Office Clerks may lead to higher level clerical or bookkeeping positions.
- Most jobs are 40 hours per week. Some jobs are part-time or on-call, 20-25 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.00 to \$8.50/hr	Median: \$8.48/hr
<b>New Hires/Exp'd:</b>	\$7.75 to \$12.75/hr	Median: \$9.84/hr
<b>Exp'd/After 3 Years:</b>	\$8.50 to \$15.00/hr	Median: \$11.60/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a paid vacation, paid sick leave, life insurance, and a retirement plan. Most also provide vision insurance. Some provide child care. Many provide benefits for part-time employees.

### Getting the Training

Certificate programs range in length from six to twelve months. On-the-job training may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Employers in all industries in Sonoma County employ General Office Clerks, with about 25 percent of the jobs found in the education and government sectors. Almost all employers recruit applicants through newspaper advertisements. Some fill openings through in-house promotion. Some may also fill openings by hiring referrals from employment and training agencies and/or employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 4,230 to 5,170 General Office Clerks currently employed in Sonoma County. About 81 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 85-105 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 75-90 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.



## General Office Clerks--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- English grammar and spelling skills
- Ability to work as part of a team
- Verbal communication skills
- Writing skills
- Ability to perform basic mathematical calculations
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 10 lbs

#### Other Qualifications

- Attention to detail
- Record keeping skills
- Problem solving skills
- Ability to work under pressure
- Organizational and time management skills
- Multi-cultural familiarity
- Receptionist skills

### Nationwide Job Outlook

Job opportunities should be quite favorable. The large size and high turnover of this occupation should produce a significant number of job openings. Job seekers who have typing and other secretarial skills, basic computer skills, and knowledge of office machine operation, such as fax machines and copiers, should have the best opportunities. General office clerks should find many opportunities for part-time or temporary work, especially during peak business periods. General office clerks find work in virtually every kind of industry. Employment, therefore, is not dependent on the fortunes of any single sector of the economy. Employment is expected to grow about as fast as the average for all occupations through the year 2005. This is small businesses increasingly place a single office worker in charge of all clerical work.

### Where to Find More Information

California Occupational Guides:

See Clerks, General Office

Occupational Outlook Handbook:

See General Office Clerks

## Guards & Watch Guards (Security Officers)

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules. They guard property against fire, theft, vandalism, and illegal entry. They direct patrons or employees, answer questions relative to services of establishments, and control traffic to and from buildings or grounds (OES 630470).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience although, once hired, registration with the State Department of Consumer Affairs is required.
- Promotions for Security Officers may lead to supervisory positions.
- Most jobs are 40 hours per week. Some jobs are 25-30 hours per week.
- Willingness to work weekends, nights, part-time, on-call, and overtime is important for job entry.
- Some employers report that computer skills are becoming increasingly important.

### Getting the Training

No local training programs were identified, although employers often provide on-the-job training.

### Getting the Job

Most Security Officers in Sonoma County are employed by private security firms. Almost all employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$7.00/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$5.25 to \$10.00/hr	Median: \$7.00/hr
<b>Exp'd/After 3 Years:</b>	\$6.50 to \$12.25/hr	Median: \$9.00/hr

Most employers provide medical insurance and other benefits, including dental insurance, vision insurance, and a paid vacation. Many also provide life insurance and paid sick leave. Some provide a retirement plan. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Large. There are approximately 875-1,070 Security Officers currently employed in Sonoma County. About 16 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

## Guards & Watch Guards (Security Officers)--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Writing skills
- Ability to work independently
- English grammar and spelling skills
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to do strenuous, physically demanding work
- Ability to lift at least 100 lbs

#### Other Qualifications

- Ability to handle crisis situations
- Willingness to participate in drug testing
- Attention to detail
- Ability to work under pressure
- Possess good DMV driving record
- Problem solving skills
- Organizational and time management skills
- Trained in CPR and first aid techniques
- Supervisory skills
- Record keeping skills
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Employment of guards is expected to grow much faster than the average for all occupations through the year 2005. Increased concern about crime, vandalism, and terrorism will heighten the need for security in and around plants, stores, offices, and recreation areas. The level of business investment in increasingly expensive plants and equipment is expected to rise. This will result in growth in the number of guard jobs. Demand for guards will also grow as private security firms increasingly perform duties formerly handled by government police officers and marshals (such as monitoring crowds at airports and providing security in courts). Because engaging the services of a security guard firm is easier and less costly than assuming direct responsibility for hiring, training, and managing a security guard force, job growth is expected to be concentrated among contract security guard agencies. High turnover and this occupation's large size ranks it among those providing the greatest number of job openings in the entire economy.

### Where to Find More Information

California Occupational Guides:

See Security Guards

Occupational Outlook Handbook:

See Guards

## Hazardous Materials Technicians

Hazardous Materials Technicians apply their knowledge of chemistry, physical science and hazardous materials in taking water and soil samples or in performing some combination of: collecting, handling, storing, transporting, recycling, disposing, safety, or sales related work dealing with hazardous materials. They may also be called Haz-Mat Specialist, Haz-Mat Technician, Field Technician, Environmental Technician, or Technician.

### Training, Experience, and Other Requirements

- Most recent hires have completed four years of college.
- Prior experience is often required.
- Promotions for Hazardous Materials Technicians may lead to supervisory positions.
- Almost all jobs are 40 hours per week. Some jobs are part-time or on-call, 20-30 hours per week.
- Willingness to work overtime may be important for job entry. Willingness to participate in drug testing may also be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$12.00/hr	Median: \$8.72/hr
<b>New Hires/Exp'd:</b>	\$9.00 to \$15.00/hr	Median: \$12.50/hr
<b>Exp'd/After 3 Years:</b>	\$12.50 to \$18.00/hr	Median: \$14.63/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide life insurance, dental insurance, and a retirement plan. Some provide vision insurance. A few may provide benefits for part-time employees.

### Getting the Training

Certificate and degree programs in Hazardous Materials/Environmental Technology are provided by several Community Colleges in Northern California. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Employment of Hazardous Materials Technicians can be found in many industries throughout California: government (city, county, state and fire), waste management firms, consulting services/firms (engineering, geology and biological science), pest control firms, wholesalers of chemical and petroleum products, manufacturers (various), and utility companies. Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants and/or by hiring referrals from schools and employment and training agencies.

### Employment Information

**Occupation Size:** Small. There are approximately 170 to 210 Hazardous Materials Technicians currently employed in Sonoma County. About 34 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. (Insufficient data to project a growth rate.)

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding inexperienced but qualified applicants, and little difficulty finding qualified applicants with prior experience. This indicates a very competitive outlook for job seekers without prior experience, and a somewhat competitive outlook for those who are fully experienced.

## Hazardous Materials Technicians--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to perform basic mathematical calculations
- Verbal communication skills
- English grammar and spelling skills
- Ability to work independently
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Record keeping skills
- Ability to work under pressure
- Organizational and time management skills
- Problem solving skills
- Possess good DMV driving record
- Ability to handle crisis situations

### Nationwide Job Outlook

Employment of science-related technicians is expected to increase about as fast as the average for all occupations through the year 2005. Continued growth of scientific research and development and the production of technical products should spur demand for all science-related technicians. Advances in biotechnology will increase the need for biological technicians in particular. Job growth will be moderated somewhat by an expected slowdown in overall employment growth in the chemical industry, where many chemical technicians are employed. Most job openings will arise from the need to replace technicians who retire or leave the labor force for other reasons. Nevertheless, job opportunities are expected to be very good for graduates of science technician training programs who are well-trained on the equipment currently in use. Employers are seeking well trained individuals with highly developed technical and communication skills.

### Where to Find More Information

California Occupational Guides:

See Hazardous Waste Technicians

Occupational Outlook Handbook:

See Science Technicians; See also Inspectors and Compliance Officers

## Home Health Care Workers (Aides)

Home Health Care Workers care for elderly, convalescent, or handicapped persons in the homes of their patients. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications that are self-administered. Includes Certified Home Health Aides, Certified Nurse Assistants caring for patients in their homes, and uncertified Home Health Aides (OES 660110).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school plus some college or vocational training.
- Prior experience is often required as is certification as a Home Health Aide or Nursing Assistant (CNA).
- With additional education or training, promotions may lead to other healthcare positions such as Licensed Vocational Nurse (LVN).
- Many jobs are 20 hours per week. Many other jobs are 35-40 hours per week. Some jobs are on-call, 10-30 hours per week.
- Willingness to work weekends may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$9.50/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$14.00/hr	Median: \$9.37/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$16.00/hr	Median: \$11.33/hr

Almost all employers provide medical insurance. Most also provide dental insurance, a paid vacation, and paid sick leave. Many provide life insurance and a retirement plan. Some provide vision insurance. Some may also provide benefits for part-time employees.

### Getting the Training

Certificate programs range in length from one to four months. On-the-job training may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Home Health Aides in Sonoma County are employed by residential care services and home health care services. Almost all employers recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from employees and/or through in-house promotion or transfer.

### Employment Information

**Occupation Size:** Large. There are approximately 670 to 820 Home Health Aides currently employed in Sonoma County. About 82 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Home Health Care Workers (Aides)--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- Ability to perform routine, repetitive work
- English grammar and spelling skills

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Possess good DMV driving record
- Ability to handle crisis situations
- Trained in CPR and first aid techniques
- Attention to detail
- Willingness to use own reliable and insured vehicle
- Record keeping skills
- Problem solving skills
- Ability to work under pressure
- Organizational and time management skills

### Nationwide Job Outlook

A large number of job openings is expected for home health aides, due to very rapid growth and very high turnover. This occupation is expected to be one of the fastest growing occupations through the year 2005. The number of people in their seventies and beyond is projected to rise substantially. This age group is characterized by mounting health problems that require in-home assistance. Also, there will be an increasing reliance on home care for patients of all ages. This trend reflects several developments: Efforts to contain costs by moving patients out of hospitals and nursing facilities as quickly as possible; the realization that treatment can be more effective in familiar surroundings rather than clinical surroundings; and the development of portable medical equipment for in-home treatment. In addition to jobs created by the increase in demand for these workers, replacement needs are expected to produce numerous openings due to high turnover. Job opportunities should be excellent, particularly for those with experience or training as home health aides or nursing aides.

### Where to Find More Information

California Occupational Guides:

See Home Health Aides

Occupational Outlook Handbook:

See Homemaker-Home Health Aides

## Human Service Workers

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians (OES 273080).

### Training, Experience, and Other Requirements

- Most recent hires have completed two to four years of college.
- Some employers report that they always require prior experience.
- Promotions for Human Service Workers may lead to a wide variety of positions in the social services field, depending on the organization and the individual's education and experience.
- Most jobs are 40 hours per week. Some jobs are 20-25 hours per week.
- Willingness to work overtime, nights, weekends, part-time, and on-call is important for job entry.
- Many employers report that computer word processing skills are important.

### Getting the Training

Many colleges and universities offer programs in human services and social work. Refer to college or university catalogs for more information.

### Getting the Job

Most Human Service Workers in Sonoma County are employed in job training and vocational rehabilitation services, individual and family social services, residential care facilities, and other social service agencies. Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Most also fill openings through in-house promotion or transfer. Many fill openings by hiring unsolicited applicants and/or by hiring referrals from schools or training programs.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$10.50/hr	Median: \$8.03/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$12.00/hr	Median: \$9.58/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$14.00/hr	Median: \$10.50/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, paid sick leave, and a paid vacation. Most also provide a retirement plan. Some provide vision insurance and life insurance. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Large. There are approximately 700-800 Human Service Workers currently employed in Sonoma County. About 63 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.



## Human Service Workers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Writing skills
- Ability to work independently
- English grammar and spelling skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to lift at least 10 lbs
- Ability to sit continuously for 2 or more hours
- Ability to stand continuously for 2 or more hours

#### Other Qualifications

- Problem solving skills
- Attention to detail
- Record keeping skills
- Organizational and time management skills
- Ability to work under pressure
- Ability to handle crisis situations
- Possess good DMV driving record
- Ability to plan and organize the work of others
- Multi-cultural familiarity
- Trained in CPR and first aid techniques
- Supervisory skills
- Willingness to participate in drug testing

### Nationwide Job Outlook

Opportunities for human services workers are expected to be excellent for qualified applicants. The number of human services workers is projected to more than double between 1992 and the year 2005. This makes it one of the most rapidly growing occupations. Also, the need to replace workers who retire or stop working for other reasons will create additional job opportunities. However, these jobs are not attractive to everyone because the work can be emotionally draining and most offer relatively poor pay. Therefore, qualified applicants should have little difficulty finding employment. Opportunities are expected to be best in job training programs, residential settings, and private social service agencies. The later includes such services as adult daycare and meal delivery programs. Demand for these services will expand with the growing number of older people who are more likely to need services. In addition, human services workers will continue to be needed to provide services to the mentally impaired and developmentally disabled, those with substance abuse problems, and a wide variety of others. Faced with rapid growth in the demand for services, but slower growth in resources to provide the services, employers are expected to rely increasingly on human services workers rather than other occupations that command higher pay.

### Where to Find More Information

California Occupational Guides:

See Social Workers

Occupational Outlook Handbook:

See Human Services Workers

## Janitors & Cleaners

Janitors and Cleaners, except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They may perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalks (OES 670050).

**Also known as Maintenance Workers and Custodians**

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Custodians may lead to supervisory positions.
- Almost all jobs are 40 hours per week. Some (non-union) jobs are 15-25 hours per week.
- Willingness to work weekends, nights, part-time, on-call, overtime, and temporary is important for job entry.
- Many employers report that a knowledge of cleaning chemicals is important.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Custodians in Sonoma County are employed by schools and janitorial/maintenance companies. Most employers fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Many also fill openings through in-house promotion. Some fill openings by hiring unsolicited applicants and/or by hiring referrals from employment agencies.

### Wages and Fringe Benefits

#### NON-UNION:

<b>New Hires/Inexp'd:</b>	\$5.00 to \$7.50/hr	Median: \$5.50/hr
<b>New Hires/Exp'd:</b>	\$5.00 to \$9.00/hr	Median: \$6.50/hr
<b>Exp'd/After 3 Years:</b>	\$6.25 to \$10.00/hr	Median: \$8.00/hr

#### UNION:

<b>New Hires/Inexp'd:</b>	\$6.75 to \$11.25/hr	Median: \$9.98/hr
<b>New Hires/Exp'd:</b>	\$6.75 to \$11.75/hr	Median: \$10.50/hr
<b>Exp'd/After 3 Years:</b>	\$10.25 to \$12.25/hr	Median: \$11.57/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide dental insurance, paid sick leave, and life insurance. Many provide a retirement plan and vision insurance. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,815-2,220 Custodians currently employed in Sonoma County. About 26 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 20-30 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 35-45 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Janitors & Cleaners--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to work as part of a team
- Ability to perform routine, repetitive work
- Verbal communication skills
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to lift at least 50 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Ability to handle crisis situations
- Possess good DMV driving record
- Willingness to participate in drug testing
- Supervisory skills
- Multi-cultural familiarity
- Record keeping skills
- Ability to plan and organize the work of others
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment of janitors and cleaners and cleaning supervisors is expected to grow about as fast as the average for all occupations through the year 2005 as the number of office buildings, apartment houses, schools, factories, hospitals, and other buildings increases. The need to replace workers who transfer to other occupations or leave the labor force will create most job openings. The occupation of janitors and cleaners is easy to enter since there are few requirements for formal education and training, turnover is high, and part-time and temporary jobs are plentiful. New technology is expected to have little effect on the future employment of janitors and cleaners. Robots now under development are limited to performing a single cleaning task and may not be usable in many places, particularly cluttered areas such as hotel and hospital rooms.

### Where to Find More Information

California Occupational Guides:

See Janitors and Cleaners

Occupational Outlook Handbook:

See Janitors and Cleaners and Cleaning Supervisors

## Legal Secretaries

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials (OES 551020).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed one to two years of college or vocational training.
- Prior experience is often required.
- Some employers report that adequate English grammar skills are in short supply.
- Keyboard/typing speed requirements range from 60-100 words per minute.
- Promotions for Legal Secretaries may lead to supervisory or Paralegal positions.
- Almost all jobs are 38-40 hours per week.

### Getting the Training

Certificate and degree programs range in length from one to two years. Some on-the-job training may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Almost all Legal Secretaries in Sonoma County are employed by law offices. Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees and/or schools and training programs.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$8.00 to \$15.00/hr	Median: \$11.63/hr
<b>New Hires/Exp'd:</b>	\$11.00 to \$15.00/hr	Median: \$13.29/hr
<b>Exp'd/After 3 Years:</b>	\$13.25 to \$19.00/hr	Median: \$16.61/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide life insurance and a retirement plan. Some provide vision insurance.

### Employment Information

**Occupation Size:** Medium. There are approximately 270 to 330 Legal Secretaries currently employed in Sonoma County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Legal Secretaries--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- English grammar and spelling skills
- Ability to work as part of a team
- Verbal communication skills
- Ability to work independently
- Writing skills

#### Physical Abilities

- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Ability to work under pressure
- Working knowledge of legal terminology
- Organizational and time management skills
- Transcription skills
- Record keeping skills
- Problem solving skills
- Ability to handle crisis situations

### Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments. In some law offices, for example, paralegals are taking over some tasks formerly done by secretaries.

### Where to Find More Information

California Occupational Guides:

See Legal Secretaries

Occupational Outlook Handbook:

See Secretaries

## Licensed Vocational Nurses

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

**Also known as LVNs and Charge Nurses**

### Training, Experience, and Other Requirements

- Licensing is required for this occupation; contact the State Board of Vocational Nursing for information.
- Most recent hires have completed one to two years of college or vocational training.
- Prior experience is often required.
- With additional education, promotions may lead to Registered Nurse.
- Most jobs are part-time or on-call, ranging from 8-28 hours per week. Many jobs are 40 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$12.50 to \$15.00/hr	Median: \$13.00/hr
<b>New Hires/Exp'd:</b>	\$12.50 to \$15.00/hr	Median: \$13.50/hr
<b>Exp'd/After 3 Years:</b>	\$14.00 to \$18.00/hr	Median: \$15.58/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, and dental insurance. Most also provide a retirement plan. Many provide life insurance. Some provide vision insurance. Some may also provide benefits for part-time employees.

### Getting the Training

Certificate programs range in length from one to two years. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Licensed Vocational Nurses in Sonoma County are employed by hospitals and skilled nursing facilities. Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees.

### Employment Information

**Occupation Size:** Large. There are approximately 600 to 735 Licensed Vocational Nurses currently employed in Sonoma County. About 88 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Licensed Vocational Nurses--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to lift at least 10 lbs
- Ability to stand continuously for 2 or more hours
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Ability to work under pressure
- Attention to detail
- Organizational and time management skills
- Ability to handle crisis situations
- Trained in CPR and first aid techniques
- Record keeping skills
- Problem solving skills
- Multi-cultural familiarity

### Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005, in response to the long-term care needs of a rapidly growing population of seniors and to the general growth of health care. Job prospects are expected to be excellent, as employment grows much faster than it has in the past. Because of this growth, the number of new graduates needed will be well above the number graduated in recent years. As in most other occupations, replacement needs will be the main source of job openings. Nursing homes will offer the most new jobs as the number of aged and disabled persons in need of long-term care rises rapidly. Very rapid growth is also expected in such residential care facilities as board and care homes, old age homes, and group homes for the mentally retarded, as well as in home health care services. Employment is projected to grow very rapidly in physicians' offices and clinics, including health maintenance organizations.

### Where to Find More Information

California Occupational Guides:  
See Licensed Vocational Nurses  
Occupational Outlook Handbook:  
See Licensed Practical Nurses

## Maintenance Repairers

### Also known as Building Maintenance Workers

Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work (OES 851320).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Prior experience is often required.
- Applicants with the best electrical, plumbing, and carpentry skills are generally the most employable.
- Promotions for Building Maintenance Workers may lead to supervisory positions.
- Almost all jobs are 40 hours per week.
- Willingness to participate in drug testing may be important.

### Getting the Training

While most Building Maintenance Workers have traditionally acquired their skills through on-the-job training, courses in carpentry, plumbing, and electrical work are also helpful. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Building Maintenance Workers in Sonoma County are employed in a wide variety of industries, including schools and government agencies, property and real estate management companies, and lodging facilities. Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring referrals from employees. Some fill openings through in-house promotion.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$11.25/hr	Median: \$8.72/hr
<b>New Hires/Exp'd:</b>	\$7.50 to \$15.50/hr	Median: \$9.48/hr
<b>Exp'd/After 3 Years:</b>	\$9.25 to \$20.00/hr	Median: \$12.73/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a paid vacation, paid sick leave, a retirement plan, life insurance, and vision insurance.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,490 to 1,825 Building Maintenance Workers currently employed in Sonoma County. About 5 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 35-40 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 25-30 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.



## Maintenance Repairers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to work as part of a team
- Verbal communication skills
- Ability to perform routine, repetitive work
- English grammar and spelling skills
- Ability to perform basic mathematical calculations
- Writing skills

#### Physical Abilities

- Ability to do strenuous, physically demanding work
- Ability to lift at least 50 lbs
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 100 lbs
- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Possess good DMV driving record
- Ability to work under pressure
- Ability to handle crisis situations
- Supervisory skills
- Organizational and time management skills
- Record keeping skills
- Ability to plan and organize the work of others
- Trained in CPR and first aid techniques
- Multi-cultural familiarity

### Nationwide Job Outlook

Job opportunities should be plentiful through the year 2005. Employment is related to the number of buildings and amount of equipment needing maintenance and repair. Employment growth is expected to be faster than the average for all occupations through the year 2005. This will occur as the number of office and apartment buildings, stores, schools, hospitals, hotels, and factories increases. Although the pace of construction of these facilities is expected to be slower than in the past, many opportunities arise because this is a large occupation with significant turnover, and many replacements are needed for those who leave the occupation. General maintenance mechanics who work in manufacturing industries may be laid off during recessions. Most in this occupation, however, work in relatively stable nonmanufacturing industries and are not usually subject to layoff.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See General Maintenance Mechanics

## Marketing, Advertising & Public Relations Managers

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis (OES 130110).

**Also known as Account Executives and Account Managers**

### Training, Experience, and Other Requirements

- Most recent hires have completed four years of college, although a manager in a public relations firm will usually have different training and experience than a manager in an advertising firm.
- Prior experience is often required.
- A few jobs are filled by promoting from sales or support positions.
- Promotions for Marketing, Advertising, and Public Relations Managers may lead to higher level management positions.
- Almost all jobs are 40-50 hours per week.
- Willingness to work overtime may be important for job entry.

### Getting the Training

Many colleges and universities offer undergraduate programs in marketing, advertising, and public relations. Refer to college or university catalogs for more information.

### Getting the Job

Marketing, Advertising and Public Relations Managers in Sonoma County are employed in a wide variety of industries, including advertising agencies, public relations firms, government agencies, and department stores. Many employers recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer. Some fill openings by hiring referrals from employees.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$9.50 to \$15.00/hr	Median: \$12.27/hr
<b>New Hires/Exp'd:</b>	\$13.25 to \$19.25/hr	Median: \$13.43/hr
<b>Exp'd/After 3 Years:</b>	\$14.50 to \$25.25/hr	Median: \$20.71/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a paid vacation, life insurance, and paid sick leave. Most also provide a retirement plan and vision insurance.

### Employment Information

**Occupation Size:** Large. There are approximately 650 to 790 Marketing, Advertising, and Public Relations Managers currently employed in Sonoma County. About 34 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-39 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Marketing, Advertising & Public Relations Managers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work independently
- Ability to work as part of a team
- Writing skills
- English grammar and spelling skills
- Ability to perform basic mathematical calculations

#### Other Qualifications

- Organizational and time management skills
- Problem solving skills
- Attention to detail
- Ability to handle crisis situations
- Ability to work under pressure
- Verbal presentation skills
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Employment is expected to increase faster than the average for all occupations through the year 2005. Increasingly, intense domestic and global competition in products and services offered to consumers should require greater marketing, promotional, and public relations efforts. Management and public relations firms may experience particularly rapid growth as businesses increasingly hire contractors for these services rather than support additional full-time staff. In addition to faster than average growth, many job openings will occur each year as a result of managers moving into top management positions, transferring to other jobs, or leaving the labor force. College graduates with extensive experience, a high level of creativity, and strong communication skills should have the best job opportunities. Employment is expected to grow much faster than average in most business services industries, while average growth is projected in manufacturing industries overall.

### Where to Find More Information

California Occupational Guides:

See Retail Store Managers; See also Public Relations Representatives

Occupational Outlook Handbook:

See Marketing, Advertising, and Public Relations Managers

## Medical Assistants

**Also known as Medical Technicians**

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties (OES 660050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school plus some college or vocational training.
- Prior experience is often required.
- Certification as a Medical Assistant is generally required.
- Promotions for Medical Assistants may lead to Office Manager or, with additional education, to other healthcare services occupations.
- Most jobs are 40 hours per week. Some jobs are 20-25 hours per week.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.50 to \$9.00/hr	Median: \$8.75/hr
<b>New Hires/Exp'd:</b>	\$8.00 to \$12.00/hr	Median: \$9.50/hr
<b>Exp'd/After 3 Years:</b>	\$9.00 to \$15.00/hr	Median: \$11.99/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, and paid sick leave. Most also provide dental insurance and a retirement plan. Some provide vision insurance and life insurance. A few may provide benefits to part-time employees.

### Getting the Training

Certificate programs generally take about one year to complete. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Medical Assistants in Sonoma County are employed in physician's offices and medical clinics. Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees or schools and training programs.

### Employment Information

**Occupation Size:** Medium. There are approximately 365 to 450 Medical Assistants currently employed in Sonoma County. About 75 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Medical Assistants--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- English grammar and spelling skills
- Ability to work as part of a team
- Verbal communication skills
- Writing skills
- Ability to work independently
- Ability to perform basic mathematical calculations

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Organizational and time management skills
- Record keeping skills
- Ability to work under pressure
- Ability to handle crisis situations
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2005 due to the growth of the health services industry. Employment growth will be driven by growth in the number of group and other health care practices that use support personnel. Medical assistants primarily work in outpatient settings, where fast growth is expected. Most job openings, however, will result from the need to replace experienced assistants who leave the occupation. In view of the high turnover as well as the preference of many physicians for trained personnel, job prospects should be excellent for medical assistants with formal training or experience, particularly those with certification.

### Where to Find More Information

California Occupational Guides:

See Medical Assistants

Occupational Outlook Handbook:

See Medical Assistants

## Medical Secretaries

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments (OES 551050).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school plus some college or vocational training.
- Prior experience is often required.
- Job descriptions for Medical Secretaries range from entry-level filing and billing duties to transcription and supervisory/office management responsibilities.
- Some employers report that bilingual skills are in short supply.
- Keyboard/typing speed requirements range from 25-90 words per minute.
- Promotions may lead to supervisory positions.
- Most jobs are 40 hours per week. Some jobs are 20-24 hours per week.

### Getting the Training

Certificate programs range in length from three to twelve months. Some on-the-job training may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Medical Secretaries in Sonoma County are employed by physician's offices, clinics, hospitals, and offices of other healthcare service providers. Most employers recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employees and/or schools and training programs.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.25 to \$9.00/hr	Median: \$8.25/hr
<b>New Hires/Exp'd:</b>	\$8.75 to \$12.25/hr	Median: \$9.88/hr
<b>Exp'd/After 3 Years:</b>	\$10.00 to \$15.00/hr	Median: \$12.26/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide dental insurance, a retirement plan. Some provide vision insurance and life insurance.

### Employment Information

**Occupation Size:** Large. There are approximately 440 to 540 Medical Secretaries currently employed in Sonoma County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Medical Secretaries--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Writing skills

#### Other Qualifications

- Receptionist skills
- Attention to detail
- Ability to work under pressure
- Record keeping skills
- Organizational and time management skills
- Problem solving skills
- Ability to handle crisis situations

### Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments. In some physicians' offices, for example, medical assistants are taking over some tasks formerly done by secretaries.

### Where to Find More Information

California Occupational Guides:

See Medical Secretaries

Occupational Outlook Handbook:

See Secretaries

## Nurse Aides

**Also known as CNAs (Certified Nursing Assistants)**

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides (OES 660080).

### Training, Experience, and Other Requirements

- Most employers require certification; contact the State Department of Health Services for information.
- Most recent hires have completed high school.
- Many employers report that they always require prior experience.
- With additional education or training, promotions for Nurse Aides may lead to other healthcare occupations such as Licensed Vocational Nurse.
- Most jobs are 35-40 hours per week. Some jobs are 15-25 hours per week.
- Willingness to work weekends, nights, part-time, on-call, and overtime is important for job entry.

### Getting the Training

Certificate programs range in length from one week to four months. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Nurse Aides in Sonoma County are employed by skilled nursing facilities and hospitals. Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from schools and training programs. Some fill openings by hiring referrals from employees.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$6.50/hr	Median: \$6.00/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$9.50/hr	Median: \$7.25/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$12.00/hr	Median: \$10.00/hr

Almost all employers provide medical insurance and dental insurance. Most also provide a paid vacation, paid sick leave, and a retirement plan. Many provide vision insurance and life insurance. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 965-1,180 Nurse Aides currently employed in Sonoma County. About 82 percent in California are female.

**Annual Turnover:** Estimated to be high (30-39 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 10-15 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.



## Nurse Aides--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- English grammar and spelling skills
- Writing skills
- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to do strenuous, physically demanding work
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 100 lbs
- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Attention to detail
- Ability to handle crisis situations
- Ability to work under pressure
- Organizational and time management skills
- Trained in CPR and first aid techniques
- Record keeping skills
- Problem solving skills
- Multi-cultural familiarity
- Ability to plan and organize the work of others
- Supervisory skills
- Possess good DMV driving record
- Willingness to participate in drug testing

### Nationwide Job Outlook

Job prospects should be very good through the year 2005. Employment of nursing aides is expected to grow much faster than the average for all occupations. This is in response to an emphasis on rehabilitation and the long-term care needs of a rapidly growing population of those 75 years old and older. Employment will increase due to the expansion of nursing homes and other long-term care facilities for people with chronic illnesses and disabling conditions. Employment will also increase due to modern medical technology which increases the need for the extended care provided by aides. As a result, nursing and personal care facilities are expected to grow very rapidly and to provide most of the new jobs for nursing aides. Employment also is expected to grow very rapidly in residential care facilities. Replacement needs will constitute the major source of openings for aides. Turnover is high, a reflection of modest entry requirements, low pay, and lack of advancement opportunities.

### Where to Find More Information

California Occupational Guides:

See Nurse Aides/Nursing Assistants

Occupational Outlook Handbook:

See Nursing Aides and Psychiatric Aides

## Nursery Workers

Nursery Workers work in nursery facilities planting, cultivating, harvesting, and transplanting trees, shrubs, or plants. Does not include workers whose primary duties involve sales or cashiering (OES 790050).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school.
- Prior experience is often required.
- Applicants with the best horticulture/plant knowledge and knowledge of pests and cutting and growing techniques are the most employable.
- Promotions for Nursery Workers may lead to supervisory positions.
- Almost all jobs are 40 hours per week, although some jobs are seasonal. Some other jobs are 15-20 per week.
- Willingness to work weekends and the willingness to work in temporary or seasonal positions may be important for job entry.

### Getting the Training

Employers generally provide on-the-job training for this occupation, although certificate programs may be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Nursery Workers in Sonoma County are employed by retail and wholesale nurseries and florists. Almost all employers fill openings by hiring referrals from employees. Some recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$4.25 to \$6.50/hr	Median: \$5.00/hr
<b>New Hires/Exp'd:</b>	\$4.50 to \$9.00/hr	Median: \$5.88/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$12.00/hr	Median: \$8.00/hr

Many employers provide medical insurance and a paid vacation. Some also provide paid sick leave and dental insurance. A few provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Small. There are approximately 200 to 245 Nursery Workers currently employed in Sonoma County. About 29 percent in California are female.

**Annual Turnover:** Estimated to be very high (40 percent or more).

**Projected Growth:** 10-15 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Nursery Workers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to perform routine, repetitive work
- Ability to work as part of a team

#### Physical Abilities

- Ability to lift at least 50 lbs
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Organizational and time management skills

### Nationwide Job Outlook

Employment of Nursery Workers is expected to grow much faster than average between 1992 and 2005. (No additional data available.)

### Where to Find More Information

California Occupational Guides:

See Nursery Workers

Occupational Outlook Handbook:

See Gardeners and Groundskeepers

## Physical Therapists

Physical Therapists apply techniques and treatments that help relieve pain, increase the patient's strength, and decrease or prevent deformity and crippling (OES 323080).

**Also known as PTs and RPTs (Registered Physical Therapists)**

### Training, Experience, and Other Requirements

- Licensing is required for this occupation; contact the State Medical Board, Physical Therapy Examining Committee for information.
- Most recent hires have completed four or more years of college plus an internship.
- Some employers report that they always require prior experience.
- Promotions for Physical Therapists may lead to supervisory or administrative positions, or may take the form of self-employment.
- Almost all jobs are 40 hours per week. Many jobs are part-time or on-call, ranging from 15-25 hours per week.
- Willingness to work overtime, on-call, part-time, weekends, and temporary is important for job entry.

### Getting the Training

No local programs were identified for this occupation. (Contact San Francisco State University for information.)

### Getting the Job

Most Physical Therapists in Sonoma County are employed in offices of physical therapists and by hospitals. Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$17.25 to \$22.50/hr	Median: \$20.00/hr
<b>New Hires/Exp'd:</b>	\$19.00 to \$26.75/hr	Median: \$23.00/hr
<b>Exp'd/After 3 Years:</b>	\$23.00 to \$30.00/hr	Median: \$26.37/hr

Almost all employers provide medical insurance and other benefits, including paid sick leave, a paid vacation, and dental insurance. Most also provide life insurance and a retirement plan. Some provide vision insurance. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Small. There are approximately 165-205 Physical Therapists currently employed in Sonoma County. About 69 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Physical Therapists--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- Ability to work independently
- Writing skills
- English grammar and spelling skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to do strenuous, physically demanding work
- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 100 lbs
- Ability to sit continuously for 2 or more hours

#### Other Qualifications

- Organizational and time management skills
- Problem solving skills
- Trained in CPR and first aid techniques
- Attention to detail
- Ability to work under pressure
- Ability to handle crisis situations
- Record keeping skills
- Ability to plan and organize the work of others
- Supervisory skills
- Multi-cultural familiarity
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of physical therapists is expected to grow much faster than the average for all occupations through the year 2005. Growth will occur as new medical technologies save more people who will then need therapy, as new technologies permit more disabling conditions to be treated, and as the population grows and ages. The rapidly growing elderly population is particularly vulnerable to chronic and debilitating conditions that will require more therapeutic services. At the same time, the baby-boom generation will enter the prime age for heart attack and strokes, increasing the demand for cardiac and physical rehabilitation. More young people will also need physical therapy as medical advances save the lives of a larger proportion of newborns with severe birth defects. Future medical developments will also permit a higher percentage of trauma victims to survive, creating additional demand for rehabilitative care.

### Where to Find More Information

California Occupational Guides:

See Physical Therapists

Occupational Outlook Handbook:

See Physical Therapists

## Receptionists & Information Clerks

Receptionists and Information Clerks answer inquiries and obtain information for the public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices, or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards (OES 553050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school plus some college or vocational training.
- Some employers report that they always require prior experience.
- Promotions for Receptionists may lead to supervisory or other clerical positions.
- Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.
- Willingness to work overtime, nights, weekends, and part-time is important for job entry.
- Most employers report that computer word processing and database skills are important.

### Getting the Training

Certificate programs range in length from one month to one year. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Receptionists in Sonoma County are employed by a wide variety of industries, with about one out of every three jobs within the healthcare industry. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings through in-house promotion or by hiring referrals from employment agencies.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$10.00/hr	Median: \$8.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$12.00/hr	Median: \$9.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.50 to \$15.00/hr	Median: \$10.28/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a paid vacation, and paid sick leave. Many also provide a retirement plan, life insurance and vision insurance. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,655-2,025 currently employed in Sonoma County. About 95 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 30-35 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 25-35 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for job seekers.

## Receptionists & Information Clerks--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- English grammar and spelling skills
- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- Ability to perform routine, repetitive work
- Writing skills
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to lift at least 10 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Ability to work under pressure
- Problem solving skills
- Ability to handle crisis situations
- Organizational and time management skills
- Record keeping skills
- Willingness to participate in drug testing
- Supervisory skills
- Multi-cultural familiarity
- Trained in CPR and first aid techniques
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Overall employment of information clerks is expected to increase faster than the average for all occupations through the year 2005. In addition to the many openings that will occur as businesses and organizations expand, numerous jobs for information clerks will result from the need to replace experienced workers who transfer to other occupations or leave the labor force. This work is well suited to flexible work schedules, and many opportunities for part-time work will continue to be available.

### Where to Find More Information

California Occupational Guides:

See Receptionists and Information Clerks

Occupational Outlook Handbook:

See Receptionists

## Recreation Workers

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies (OES 273110).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed one to two years of college.
- Some employers report that they always require prior experience.
- Promotions for Recreation Workers may lead to supervisory or management positions.
- Most jobs are seasonal, ranging from 10 to 40 hours per week. Some jobs are full-time, 40 hours per week.
- Willingness to work weekends, part-time, nights, temporary, overtime, and on-call is important for job entry.
- Most employers report that computer word processing skills are important.

### Getting the Training

Many colleges and universities offer degree programs in recreation and physical education. Refer to college or university catalogs for more information.

### Getting the Job

Most Recreation Workers in Sonoma County are employed by parks and recreation departments within local government agencies. Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or schools.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$11.50/hr	Median: \$6.50/hr
<b>New Hires/Exp'd:</b>	\$6.00 to \$12.00/hr	Median: \$7.02/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$16.50/hr	Median: \$10.75/hr

Most employers provide medical insurance and other benefits, including a paid vacation, dental insurance, paid sick leave, and a retirement plan. Many also provide vision insurance and life insurance. Some provide child care benefits.

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,075-2,535 Recreation Workers currently employed in Sonoma County. About 64 percent in California are female.

**Annual Turnover:** Estimated to be very high (40 percent or more).

**Projected Growth:** 40-45 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.



## Recreation Workers--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to lift at least 10 lbs
- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Organizational and time management skills
- Attention to detail
- Problem solving skills
- Ability to work under pressure
- Ability to handle crisis situations
- Supervisory skills
- Trained in CPR and first aid techniques
- Record keeping skills
- Ability to plan and organize the work of others
- Possess good DMV driving record
- Multi-cultural familiarity
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of recreation workers is expected to grow faster than the average for all occupations through the year 2005. This will be due to the growing number of people who possess both leisure time and the money to purchase leisure services. Growth in these jobs will also be due to increased interest in fitness and health and rising demand for recreational opportunities for older adults in senior centers and retirement communities. Opportunities for part-time and seasonal jobs are expected to be plentiful, but competition is likely for full-time career positions. Overall job growth in local government, where half of all recreation workers are employed, is expected to be slow due to budget constraints. In addition, local park and recreation departments are expected to do less hiring for permanent, full-time positions than in the past. As a result, this sector's share of recreation worker employment will shrink by the end of the century. Nonetheless, opportunities will vary widely by region, since resources as well as priorities for public services differ from one community to another. Thus, hiring prospects for recreation workers will be much better in some park and recreation departments than overall projections would suggest, but worse in others. Recreation worker jobs in employee services and recreation will continue to increase as more businesses recognize the benefits to their employees of recreation programs and other services such as wellness programs and elder care. Job growth will also occur in the commercial recreation industry, composed of amusement parks, athletic clubs, camps, sports clinics, and swimming pools.

### Where to Find More Information

California Occupational Guides:

See Recreation Workers

Occupational Outlook Handbook:

See Recreation Workers

## Registered Nurses

Registered Nurses administer nursing care to ill or injured persons. This includes administrative, public health, industrial, private duty, and surgical nurses. Does not include Nursing Instructors and Teachers (OES 325020).

**Also known as RNs, Clinical Nurses, and Staff Nurses**

### Training, Experience, and Other Requirements

- Licensing is required for this occupation; contact the State Board of Registered Nursing for information.
- Almost all recent hires have completed two years of college.
- Many employers report that they always require prior experience.
- Promotions for Registered Nurses may lead to supervisory or higher paid specialty positions.
- Most jobs are 40 hours per week. Some jobs are part-time or on-call, ranging from 8-32 hours per week.
- Willingness to work part-time, weekends, overtime, on-call, nights, and temporary is important for job entry.
- Many RNs develop specialties which usually require additional training or certification. Specialty areas include emergency room, surgery, intensive care, outpatient/clinic, anesthetist, pediatrics, obstetrics/gynecology, oncology and hospice, among others.

### Getting the Training

Certificate and degree programs range in length from two to four years. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Registered Nurses in Sonoma County are employed by hospitals, clinics, and physicians. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants and/or through in-house promotion.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$14.00 to \$19.75/hr	Median: \$16.00/hr
<b>New Hires/Exp'd:</b>	\$13.50 to \$20.75/hr	Median: \$17.50/hr
<b>Exp'd/After 3 Years:</b>	\$15.75 to \$27.00/hr	Median: \$20.00/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a paid vacation, and paid sick leave. Most also provide a retirement plan and life insurance. Many provide vision insurance. Some employers may also provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,390-2,925 Registered Nurses currently employed in Sonoma County. About 93 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 55-65 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 30-35 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Registered Nurses--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform basic mathematical calculations
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to lift at least 50 lbs

#### Other Qualifications

- Organizational and time management skills
- Attention to detail
- Problem solving skills
- Ability to work under pressure
- Ability to handle crisis situations
- Record keeping skills
- Trained in CPR and first aid techniques
- Multi-cultural familiarity
- Supervisory skills
- Ability to plan and organize the work of others
- Willingness to participate in drug testing

### Nationwide Job Outlook

Job prospects in nursing are good. Although employers in some parts of the country reported shortages of R.N.'s in the past, large wage increases have attracted more people to nursing and dampened demand. However, R.N. recruitment has long been a problem in rural areas, in some big city hospitals, and in specialty areas including intensive care, rehabilitation, geriatrics, and long-term care. Employment of registered nurses is expected to grow much faster than the average for all occupations through the year 2005. Driving this growth will be technological advances in patient care, which permit a greater number of medical problems to be treated, and increasing emphasis on primary care. The number of older people, who are much more likely than younger people to need medical care, is projected to grow very rapidly. Many job openings also will result from the need to replace experienced nurses who leave the occupation, especially as the average age of the registered nurse population continues to rise.

### Where to Find More Information

California Occupational Guides:

See Registered Nurses and Nurse Practitioners

Occupational Outlook Handbook:

See Registered Nurses

## Salespersons, Retail

**Also known as Sales Associates and Clerks**

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers (OES 490112).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school. Many have completed one to two years of college.
- Some employers report that they always require prior experience.
- Promotions for Retail Salespersons may lead to supervisory or management positions.
- Most jobs are 40 hours per week. Many jobs are 20-30 hours per week.
- Willingness to work weekends, part-time, overtime, nights, and on-call is important for job entry.

### Getting the Training

Employers generally provide training for this occupation, although some certificate programs are available, ranging in length from four months to one year. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Retail Salespersons in Sonoma County are employed by a wide variety of retailers and speciality shops. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$8.00/hr	Median: \$6.53/hr
<b>New Hires/Exp'd:</b>	\$5.50 to \$9.00/hr	Median: \$7.08/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$12.00/hr	Median: \$9.50/hr

Almost all employers provide medical insurance and a paid vacation. Most also provide paid sick leave. Many provide dental insurance life insurance. Some provide vision insurance and a retirement plan. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 5,820-7,115 Retail Salespersons currently employed in Sonoma County. About 61 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 145-175 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 200-240 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Salespersons, Retail--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to work independently
- Verbal communication skills
- Ability to perform basic mathematical calculations
- English grammar and spelling skills
- Ability to perform routine, repetitive work
- Writing skills

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Ability to work under pressure
- Problem solving skills
- Record keeping skills
- Organizational and time management skills
- Ability to handle crisis situations
- Supervisory skills
- Ability to plan and organize the work of others

### Nationwide Job Outlook

Employment is expected to increase about as fast as the average for all workers through the year 2005 due to anticipated growth in retail sales. In addition, numerous job openings will be created as sales workers transfer to other occupations or leave the labor force. Replacement needs will generate an exceptionally large number of sales jobs because the occupation is large and turnover is much higher than average for all occupations. There will continue to be many opportunities for part-time workers, and demand will be strong for temporary workers during the Christmas selling period. During recessions, sales volume and the resulting demand for sales workers generally decline as purchases of costly items such as appliances and furniture tend to be postponed. In some geographic areas, employers face a shortage of qualified applicants. As a result, employers can be expected to improve efforts to attract and retain workers by offering higher wages, more generous benefits, and more flexible schedules.

### Where to Find More Information

California Occupational Guides:

See Retail Salespersons

Occupational Outlook Handbook:

See Retail Sales Workers

## Secretaries

Secretaries relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries (OES 551080).

### Training, Experience, and Other Requirements

- Most recent hires have completed high school plus some college or vocational training.
- Prior experience is often required.
- A few jobs are filled by promoting from other clerical positions.
- Secretarial job descriptions can range from entry-level clerical duties to office management and personnel responsibilities.
- Keyboard/typing speed requirements range from 40-70 words per minute.
- Promotions may lead to supervisory positions or to a wide variety of other occupations, depending on the industry and the size of the employer.
- Almost all jobs are 40 hours per week. Some jobs are 20-25 hours per week.

### Getting the Training

Certificate programs range in length from one to twelve months. Some on-the-job training may also be available. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Secretaries are employed in a wide variety of industries in Sonoma County with about half employed in the services sector. Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees. Some fill openings through in-house promotion.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$9.00 to \$11.00/hr	Median: \$9.99/hr
<b>New Hires/Exp'd:</b>	\$9.00 to \$12.00/hr	Median: \$10.82/hr
<b>Exp'd/After 3 Years:</b>	\$10.25 to \$13.75/hr	Median: \$12.23/hr

Almost all employers provide medical insurance and other benefits, including dental insurance, a retirement plan, a paid vacation, and paid sick leave. Most also provide vision insurance and life insurance. Some provide child care. Some may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,750 to 3,365 Secretaries currently employed in Sonoma County. About 98 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 60-70 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Secretaries--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- English grammar and spelling skills
- Ability to work as part of a team
- Verbal communication skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations
- Ability to work independently
- Writing skills

#### Physical Abilities

- Ability to sit continuously for 2 or more hours
- Ability to lift at least 10 lbs

#### Other Qualifications

- Attention to detail
- Ability to work under pressure
- Problem solving skills
- Receptionist skills
- Ability to handle crisis situations
- Organizational and time management skills
- Record keeping skills

### Nationwide Job Outlook

Employment of secretaries is expected to grow more slowly than the average for all occupations through the year 2005. Nevertheless, employment opportunities should be quite plentiful, especially for well-qualified and experienced secretaries, who, according to many employers, are in short supply. The very large size of the occupation, coupled with moderate turnover, generates several hundred thousand secretarial positions each year as experienced workers transfer to other occupations or leave the labor force. Also, demand for secretaries will rise as the economy grows and as more workers are employed in offices. The trend toward secretaries assuming more responsibilities traditionally reserved for managers and professionals should also stimulate demand. Nevertheless, large firms are experimenting with different methods of staffing their administrative support operations. In some cases, traditional secretarial duties are assigned to workers in other units or departments.

### Where to Find More Information

California Occupational Guides:

See Secretaries

Occupational Outlook Handbook:

See Secretaries

## Stock Clerks (Warehouse Workers)

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking (OES 580230).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Warehouse Workers may lead to supervisory positions.
- Most jobs are 20-30 hours per week. Many jobs are 40 hours per week.
- Willingness to work weekends and nights may be important for job entry.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$6.75/hr	Median: \$5.50/hr
<b>New Hires/Exp'd:</b>	\$5.75 to \$9.00/hr	Median: \$6.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.50 to \$14.50/hr	Median: \$8.50/hr

Almost all employers provide medical insurance and dental insurance. Most also provide a paid vacation, paid sick leave, and vision insurance. Many provide life insurance and a retirement plan. Some may provide benefits for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Warehouse Workers in Sonoma County are employed by retail and wholesale grocery stores, by hardware and building supply stores, and by warehouses and distribution centers. Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also fill openings by hiring unsolicited applicants.

### Employment Information

**Occupation Size:** Large. There are approximately 850 to 1,040 Warehouse Workers currently employed in Sonoma County. About 36 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** 15-20 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** 20-25 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have no difficulty finding applicants who meet their hiring standards. This indicates a very competitive outlook for qualified job seekers.



## Stock Clerks (Warehouse Workers)--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Ability to work independently

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Organizational and time management skills

### Nationwide Job Outlook

Job prospects for stock clerks should be favorable even though employment is expected to grow more slowly than the average for all occupations through the year 2005. This occupation is very large, and many job openings will occur each year to replace stock clerks who transfer to other jobs or leave the labor force. Many jobs are entry-level, and therefore many vacancies are created by normal career progression. Growing use of computers for inventory control and new automated equipment are expected to slow growth in demand for stock clerks. This is especially true in manufacturing and in wholesale trade, the industries whose operations are most easily automated. In addition to computerized inventory control systems, firms in these industries are expected to rely more and more on sophisticated conveyor belts, automatic high stackers to store and retrieve goods, and automatic guided vehicles, which are battery powered and driverless.

### Where to Find More Information

California Occupational Guides:

See Stock Clerks

Occupational Outlook Handbook:

See Stock Clerks

## Teachers, Elementary

Elementary School Teachers teach elementary (first through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils (OES 313050).

### Training, Experience, and Other Requirements

- A credential is required to teach in California's public schools; contact the California Commission on Teacher Credentialing for information.
- Most recent hires have completed about six years of college, although four years of college is acceptable for many private schools.
- Some employers report that they always require prior experience.
- Promotions for Elementary Teachers generally take the form of higher pay. With the appropriate education, some may become administrators or principals.
- Almost all jobs average 40 or more hours per week, nine months per year. Some jobs (substitute and part-time) are 15-20 hours per week.
- Many employers report that bilingual and computer skills are becoming increasingly important.

### Getting the Training

Many colleges and universities offer graduate programs in teacher education. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Elementary Teachers are employed by public school districts and private schools. Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or schools and training programs.

### Wages and Fringe Benefits

Most public school teachers earn from \$23,000 to \$28,000 per year for new hires without prior experience, and from \$28,000 to \$36,000 per year for experienced teachers after three years on the job. Those who have gained additional education and experience may earn over \$40,000 per year. Most private school teachers earn from \$14,000 to \$25,000 per year.

Almost all employers provide medical insurance and other benefits, including paid sick leave, dental insurance, and a retirement plan. Most also provide vision insurance. Many provide life insurance. Some provide a paid vacation. Some employers may provide benefits for part-time employees (not including substitutes).

### Employment Information

**Occupation Size:** Very Large. There are approximately 2,330-2,845 Elementary Teachers currently employed in Sonoma County. About 77 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 40-60 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 35-45 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding qualified applicants who meet their hiring standards. However, the current trend in California toward class size reduction should soon be reflected in general teacher shortages, indicating a good outlook for credentialed teachers. However, math, science, and bilingual teachers should continue to be in great demand.

## Teachers, Elementary--continued

### Very Important Qualifications for Job Entry

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam
- Ability to lift at least 50 lbs.
- Ability to do strenuous, physically demanding work

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Ability to handle crisis situations
- Organizational and time management skills
- Ability to plan and organize the work of others
- Ability to work under pressure
- Trained in CPR and first aid techniques
- Supervisory skills
- Record keeping skills
- Multi-cultural familiarity
- Willingness to participate in drug testing

### Nationwide Job Outlook

Average employment growth is projected for kindergarten and elementary school teachers through the year 2005. If relatively little change in average class size continues, employment growth of teachers will depend on the rates of population growth and corresponding student enrollments. Job openings for all teachers are expected to increase substantially by the end of the decade as the large number of teachers now in their forties and fifties reach retirement age. The supply of teachers also is expected to increase in response to reports of improved job prospects, more teacher involvement in school policy, greater public interest in education, and higher salaries. In fact, enrollments in teacher training programs already have increased in recent years. However, some central cities and rural areas have difficulty attracting enough teachers, so job prospects should continue to be better in these areas than in suburban districts.

### Where to Find More Information

California Occupational Guides:

See Elementary School Teachers

Occupational Outlook Handbook:

See School Teachers-Kindergarten, Elementary, and Secondary

## Teachers, Preschool

Preschool Teachers instruct preschool pupils in public or private schools in elemental, physical, mental, and developmental skills. Does not include Instructional Aides or workers whose primary function is child care (OES 313021).

### Training, Experience, and Other Requirements

- Most recent hires have completed one or two years of college, including 12 units of Early Childhood Education (ECE).
- Some employers report that they always require prior experience.
- Promotions for Preschool Teachers may lead to positions such as Head Teacher, Assistant Director, and Director.
- Many jobs are 40 hours per week. Many other jobs are part-time or on-call, ranging from 10-30 hours per week.
- Willingness to work part-time, on-call, and overtime is important for job entry.
- Some employers report that computer skills are becoming increasingly important.

### Getting the Training

Most community colleges offer courses in Early Childhood Education. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Preschool Teachers in Sonoma County are employed by private schools with pre-kindergarten programs. Almost all employers recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion and/or by hiring employee referrals and unsolicited applicants. Many fill openings by hiring school referrals.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.50 to \$9.75/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$7.25 to \$11.50/hr	Median: \$8.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$13.00/hr	Median: \$10.00/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation and paid sick leave. Most also provide dental insurance. Many provide child care and vision insurance. Some provide a retirement plan. Some employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Medium. There are approximately 260-320 currently employed in Sonoma County. About 97 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be slower than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding inexperienced but qualified applicants, and some difficulty finding qualified applicants with prior experience. This indicates a somewhat competitive outlook for job seekers without prior experience, and a good outlook for those who are fully experienced.

## Teachers, Preschool--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- Ability to work independently
- English grammar and spelling skills
- Writing skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations

#### Physical Abilities

- Ability to pass a pre-employment medical exam
- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to lift at least 50 lbs

#### Other Qualifications

- Trained in CPR and first aid techniques
- Ability to handle crisis situations
- Problem solving skills
- Multi-cultural familiarity
- Ability to work under pressure
- Organizational and time management skills
- Attention to detail
- Supervisory skills
- Record keeping skills
- Ability to plan and organize the work of others
- Possess good DMV driving record
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of preschool workers is projected to increase much faster than the average for all occupations through the year 2005. Job openings should be plentiful as many preschool workers leave the occupation each year for other jobs, family responsibilities, or other reasons. The relatively high turnover, combined with an increased demand for preschool workers, is expected to create many openings. Qualified persons who are interested in this work should have little trouble finding and keeping a job. Despite a slight decline in the number of children age 5 and under, the proportion of youngsters in daycare and preschool is expected to increase, reflecting a shift in the type of child-care arrangements parents choose.

### Where to Find More Information

California Occupational Guides:

See Preschool Teachers

Occupational Outlook Handbook:

See Preschool Workers

## Teachers, Secondary

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational teachers. Does not include special education teachers (OES 313080).

### Training, Experience, and Other Requirements

- A credential is required to teach in California's public schools; contact the California Commission on Teacher Credentialing for information.
- Most recent hires have completed about six years of college, although four years of college is acceptable for many private schools.
- Most employers do not require prior experience.
- Promotions for Secondary Teachers generally take the form of higher pay. With the appropriate education, some may become administrators or principals.
- Almost all jobs average 40 or more hours per week, nine months per year. Some jobs (substitute and part-time) are 15-20 hours per week.
- Many employers report that bilingual and computer skills are becoming increasingly important.

### Getting the Training

Many colleges and universities offer graduate programs in teacher education. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Secondary Teachers are employed by public school districts and private schools. Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also fill openings by hiring referrals from schools and training programs.

### Wages and Fringe Benefits

Most public school teachers earn from \$24,000 to \$28,000 per year for new hires without prior experience, and from \$28,000 to \$45,000 per year for experienced teachers after three years on the job. Most private school teachers earn from \$18,000 to \$32,000 per year.

Almost all employers provide medical insurance and other benefits, including paid sick leave, dental insurance, and a retirement plan. Most also provide vision insurance. Many provide life insurance and a paid vacation. Some employers may provide benefits for part-time employees (not including substitutes).

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,095-1,335 Secondary Teachers currently employed in Sonoma County. About 53 percent in California are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** 20-25 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be the same as the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding qualified applicants who meet their hiring standards. However, math, science, and bilingual teachers will continue to be in great demand.

## Teachers, Secondary--continued

### Very Important Qualifications for Job Entry

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to lift at least 10 lbs.
- Ability to sit continuously for 2 or more hours
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Ability to work under pressure
- Ability to handle crisis situations
- Organizational and time management skills
- Problem solving skills
- Attention to detail
- Ability to plan and organize the work of others
- Supervisory skills
- Trained in CPR and first aid techniques
- Record keeping skills
- Multi-cultural familiarity
- Willingness to participate in drug testing

### Nationwide Job Outlook

Employment of secondary school teachers is expected to grow faster than the average for all occupations through the year 2005. Assuming relatively little change in average class size, employment growth of teachers depends on the rates of population growth and corresponding student enrollments. The population of 14- to 17-year-olds is expected to experience relatively strong growth through the year 2005, spurring demand for secondary school teachers. Job openings for all teachers are expected to increase substantially by the end of the decade. This is because of the large number of teachers now in their forties and fifties who will reach retirement age. The supply of teachers also is expected to increase in response to reports of improved job prospects, more teacher involvement in school policy, greater public interest in education, and higher salaries. In fact, enrollments in teacher training programs already have increased in recent years. Some central cities and rural areas have difficulty attracting enough teachers, so job prospects should continue to be better in these areas than in suburban districts.

### Where to Find More Information

California Occupational Guides:

See Secondary School Teachers

Occupational Outlook Handbook:

See School Teachers-Kindergarten, Elementary, and Secondary

## Telecommunications Technicians

Telecommunications Technicians install, test, maintain, troubleshoot, and repair a wide variety of telecommunications equipment used for transmitting voices and data across long distances.

### Training, Experience, and Other Requirements

- Almost all recent hires have completed one to two years of college.
- Some employers report that they always require prior experience.
- Promotions for Telecommunications Technicians may lead to supervisory or management positions.
- Almost all jobs are 40-50 hours per week.
- Willingness to work overtime, weekends, on-call, and nights is important for job entry.
- Many employers report that computer skills and knowledge of testing equipment are becoming increasingly important. Software skills should include word processing, spreadsheet, database, and desktop publishing.

### Getting the Training

Certificate and degree programs usually require up to two years of college or vocational training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training in electronic engineering technology.

### Getting the Job

Telecommunications Technicians in Sonoma County are employed in a wide variety of industries, including telephone and long distance services, cellular telephone services, satellite communication services, telecommunications equipment installation contractors, and electronics equipment manufacturers and retailers. Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from schools and training programs.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$7.25 to \$12.00/hr	Median: \$10.00/hr
<b>New Hires/Exp'd:</b>	\$10.00 to \$19.25/hr	Median: \$14.69/hr
<b>Exp'd/After 3 Years:</b>	\$16.00 to \$25.00/hr	Median: \$20.00/hr

Almost all employers provide medical insurance. Most also provide dental insurance, paid sick leave, and a paid vacation. Many provide a retirement plan and life insurance. Some provide vision insurance.

### Employment Information

**Occupation Size:** Small. There are approximately 50-100 Telecommunications Technicians currently employed in Sonoma County. About 10 percent in Sonoma County are female.

**Annual Turnover:** Estimated to be very low (less than 10 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. (Insufficient data to project growth rate.)

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding inexperienced but qualified applicants, and considerable difficulty finding qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced.



## Telecommunications Technicians--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to perform basic mathematical calculations
- Ability to work independently
- Ability to work as part of a team
- English grammar and spelling skills
- Writing skills
- Ability to perform routine, repetitive work

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to sit continuously for 2 or more hours
- Ability to lift at least 50 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Attention to detail
- Problem solving skills
- Record keeping skills
- Ability to work under pressure
- Organizational and time management skills
- Willingness to participate in drug testing
- Ability to plan and organize the work of others
- Multi-cultural familiarity
- Ability to handle crisis situations
- Supervisory skills
- Possess good DMV driving record

### Nationwide Job Outlook

Well-qualified engineering technicians (including telecommunications technicians) should experience good employment opportunities through the year 2005. Employment is expected to increase as fast as the average for all occupations due to expected continued growth in the output of technical products. Competitive pressures and advancing technology will force companies to improve and update manufacturing facilities and product designs more rapidly than in the past. However, like engineers, employment of technicians is influenced by local and national economic conditions. The employment outlook also varies with the area of specialization and industry. Some types of engineering technicians experience greater cyclical fluctuations than others. Technicians whose jobs are defense related may experience fewer opportunities because of defense cutbacks. In addition to growth, nearly as many job openings will be to replace technicians who retire or leave the labor force for other reasons.

### Where to Find More Information

California Occupational Guides:

See Telecommunications Occupations

See also Electrical and Electronic Engineering Technicians

Occupational Outlook Handbook:

See Engineering Technicians

## Traffic, Shipping & Receiving Clerks

**Also known as Shipping and/or Receiving Clerks**

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material, receiving, unpacking, verifying, and recording incoming merchandise or material, and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking (OES 580280).

### Training, Experience, and Other Requirements

- Many recent hires have completed high school. Many others have completed one to two years of college or vocational training.
- Most employers do not require prior experience.
- A few positions are filled by promoting from positions such as Material Handler, Warehouse Worker, or Laborer.
- Willingness to participate in drug testing may be important. Some employers report that attention to detail skills are in short supply.
- Some employers also report that forklift experience and/or certification may be important for job entry.
- Promotions for Shipping and Receiving Clerks may lead to Counter Sales or supervisory positions.
- Most jobs are 40 hours per week. Some jobs are on-call, 20-30 hours per week.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Most Shipping and Receiving Clerks in Sonoma County are employed by warehouses, manufacturers, wholesalers, and the U.S. Postal Service. Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees and/or through in-house promotion. Some fill openings by hiring referrals from private employment agencies and/or the Employment Development Department.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.75 to \$9.00/hr	Median: \$6.75/hr
<b>New Hires/Exp'd:</b>	\$6.50 to \$11.00/hr	Median: \$8.00/hr
<b>Exp'd/After 3 Years:</b>	\$8.00 to \$13.50/hr	Median: \$9.75/hr

Almost all employers provide medical insurance and other benefits, including a paid vacation, paid sick leave, dental insurance, and life insurance. Most also provide a retirement plan. Many provide vision insurance.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,325 to 1,620 Shipping and Receiving Clerks currently employed in Sonoma County. About 27 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 35-40 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be faster than the average for all occupations through the year 1999.

**Projected Separations:** 15-20 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Traffic, Shipping & Receiving Clerks--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work as part of a team
- Verbal communication skills
- Ability to work independently

#### Physical Abilities

- Ability to lift at least 10 lbs

#### Other Qualifications

- Record keeping skills
- Organizational and time management skills

### Nationwide Job Outlook

Employment of traffic, shipping, and receiving clerks is expected to grow about as fast as the average for all occupations through the year 2005. Automation and other productivity improvements may enable these clerks to handle materials more efficiently, thereby reducing potential employment opportunities. Because employment in material recording, scheduling, dispatching, and distributing occupations is substantial, workers who leave the labor force or transfer to other occupations are expected to create many thousands of job openings each year.

### Where to Find More Information

California Occupational Guides:

See Shipping and Receiving Clerks

Occupational Outlook Handbook:

See Traffic, Shipping, and Receiving Clerks

## Truck Drivers, Light & Delivery

**Also known as Route Drivers**

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales (OES 971050).

### Training, Experience, and Other Requirements

- Almost all recent hires have completed high school.
- Most employers do not require prior experience.
- Promotions for Light Truck and Delivery Drivers may lead to supervisory/management or sales positions.
- Almost all jobs are 40 hours per week. Some jobs are part-time or on-call, 20-40 hours per week.
- Willingness to participate in drug testing may be important.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$5.00 to \$10.00/hr	Median: \$6.50/hr
<b>New Hires/Exp'd:</b>	\$5.50 to \$10.50/hr	Median: \$7.50/hr
<b>Exp'd/After 3 Years:</b>	\$7.00 to \$15.50/hr	Median: \$10.25/hr

Most employers provide medical insurance. Most also provide a dental insurance, vision insurance, paid vacation, paid sick leave, and a retirement plan. Many provide life insurance. Some may provide benefits for part-time employees.

### Getting the Training

Employers generally provide on-the-job training for this occupation.

### Getting the Job

Light Truck and Delivery Drivers in Sonoma County are employed in a wide variety of industries that provide delivery services. Most employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants.

### Employment Information

**Occupation Size:** Very Large. There are approximately 1,460 to 1,785 Light Truck Drivers currently employed in Sonoma County. About 6 percent in California are female.

**Annual Turnover:** Estimated to be low (10-19 percent).

**Projected Growth:** 50-60 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** 25-30 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have little difficulty finding applicants who meet their hiring standards. This indicates a somewhat competitive outlook for qualified job seekers.

## Truck Drivers, Light & Delivery--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Ability to work independently
- Ability to perform routine, repetitive work
- Verbal communication skills
- Writing skills
- English grammar and spelling skills

#### Physical Abilities

- Ability to lift at least 50 lbs
- Ability to sit continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Possess good DMV driving record
- Problem solving skills
- Record keeping skills
- Attention to detail
- Ability to work under pressure
- Ability to handle crisis situations
- Multi-cultural familiarity

### Nationwide Job Outlook

Employment of truck drivers is expected to increase about as fast as the average for all occupations through the year 2005 due to the growth of the economy. This occupation is among those that have the largest number of job openings each year. Although thousands of openings will be created by growth in demand for drivers, the majority will occur as experienced drivers transfer to other fields of work or retire or leave the labor force for other reasons. Because truck driving does not require education beyond high school, competition is expected for jobs with the most attractive earnings and working conditions.

### Where to Find More Information

California Occupational Guides:

Not Available

Occupational Outlook Handbook:

See Truck Drivers

## Veterinary Assistants

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on the job and may also have some post secondary education such as trade school or junior college (OES 798060).

### Training, Experience, and Other Requirements

- Most recent hires have completed one to two years of college or vocational training.
- Most employers do not require prior experience.
- With additional training and with the appropriate license, promotions for Veterinary Assistants may lead to Animal Health Technician (or Veterinary Technician).
- Most jobs are 15-20 hours per week. Many jobs are 35-40 hours per week.
- Willingness to work overtime, weekends, part-time, and nights is important for job entry.

### Getting the Training

Certificate and degree programs in animal health technology range in length from one to two years. However, Veterinary Assistants are not required to have a license (as are Animal Health Technicians) and some employers may be willing to provide on-the-job training. Refer to the Occupation-Training Index for information on the school(s) or training provider(s) who may offer related training.

### Getting the Job

Most Veterinary Assistants in Sonoma County are employed by veterinarians and veterinary clinics. Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees.

### Wages and Fringe Benefits

<b>New Hires/Inexp'd:</b>	\$6.00 to \$7.50/hr	Median: \$7.00/hr
<b>New Hires/Exp'd:</b>	\$7.00 to \$9.00/hr	Median: \$8.00/hr
<b>Exp'd/After 3 Years:</b>	\$9.00 to \$12.00/hr	Median: \$10.00/hr

Most employers provide medical insurance and a paid vacation. Many also provide paid sick leave. Some provide a retirement plan. A few employers may provide benefits for part-time employees.

### Employment Information

**Occupation Size:** Small. There are approximately 85-105 Veterinary Assistants currently employed in Sonoma County. About 70 percent in California are female.

**Annual Turnover:** Estimated to be moderate (20-29 percent).

**Projected Growth:** Less than 10 projected job openings per year due to a net increase in occupation size. The growth rate is projected to be much faster than the average for all occupations through the year 1999.

**Projected Separations:** Less than 10 projected job openings per year due to separations (workers retiring or leaving the occupation).

**Supply-Demand:** Employers generally have some difficulty finding applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers.

## Veterinary Assistants--continued

### Very Important Qualifications for Job Entry

#### Basic Skills

- Verbal communication skills
- Ability to work as part of a team
- Ability to work independently
- English grammar and spelling skills
- Ability to perform routine, repetitive work
- Ability to perform basic mathematical calculations
- Writing skills

#### Physical Abilities

- Ability to stand continuously for 2 or more hours
- Ability to do strenuous, physically demanding work
- Ability to lift at least 100 lbs
- Ability to pass a pre-employment medical exam

#### Other Qualifications

- Ability to work under pressure
- Ability to handle crisis situations
- Attention to detail
- Organizational and time management skills
- Problem solving skills
- Record keeping skills
- Ability to plan and organize the work of others
- Supervisory skills
- Willingness to participate in drug testing
- Trained in CPR and first aid techniques

### Nationwide Job Outlook

Employment of animal caretakers (including veterinary assistants) is expected to grow faster than the average for all occupations through the year 2005. This is due to population and economic growth. The number of dogs and cats has increased significantly over the last 10 years. The number is expected to continue to increase. In addition to the growth in demand for animal caretakers, many other job opportunities will result from the need to replace workers leaving the field. The best prospects should be for graduates of training programs in veterinary technology. Many employers complain of a shortage of formally trained veterinary technicians.

### Where to Find More Information

California Occupational Guides:

See Animal Health Technicians

Occupational Outlook Handbook:

See Animal Caretakers

# Winery Workers

## Introduction

The purpose of this special survey project was to learn more about the occupations in the wine-making industry to assist with planning future occupational outlook surveys. A focus group was conducted with Sonoma County winery representatives (human resources personnel) in the spring of 1995, and additional telephone surveys were conducted with Napa County winery representatives in the winter of 1995. Initially, the intent was to conduct two independent research projects --one in Sonoma County and one in Napa County. However, once the data was collected and analyzed, it appeared that there was enough consistency to prepare one report summary using data from both projects. As a result, the data has more credibility. Nevertheless, it must be emphasized that the information presented is based on exploratory research and should not be considered statistically reliable.

## The Occupations

Although each winery is somewhat unique in how they operate, the occupations can often be grouped into five major categories (or departments):

1. Vineyard/Ranch
2. Cellar
3. Production/Bottling
4. Sales/Marketing
5. Administration

When asked what are their fastest growing occupations, the responses varied from winery to winery. Some are growing the fastest in the area of Sales/Marketing, while some others are growing the fastest in Production/Bottling due to automation or the use of different production techniques.

When asked what positions are the most difficult to fill, the responses were again varied. Some have the most difficulty finding individuals with prior winery-related experience in skilled, supervisory, or management positions. Some others have the most difficulty finding well-trained and experienced maintenance and production mechanics. For many positions, especially in categories 1-3, bilingual skills are highly desirable.

When asked what occupations are declining in size, almost all responded with "none."

The table on the following page lists the occupations most often found in medium to large sized wineries for categories 1-4. As in most industries, the smaller the employer, the more their employees tend to be "generalists." The larger the employer, the more specialized (or departmentalized) their employees tend to be. Depending on the size of the winery, the Administration category would include some combination of managers, human resource staff, and clerical support staff. Warehouse/Distribution may sometimes be a sixth category, although most wineries appear to have one of their other departments (generally Cellar, Production/Bottling, or Sales/Marketing) handle warehouse and distribution responsibilities.



## Winery Workers--continued

	Entry-Level?	Degree Req'd?	Potential Earnings	May Promote to
<b>Vineyard/Ranch</b>				
Vineyard Worker/Laborer	yes	no	\$7-8/hr	Tractor Driver or Crew Leader
Tractor Driver	no	no	insuff. data	Crew Leader
Crew Leader/Foreman	no	no	\$8.50/hr +	Supervisor (degree usually req'd)
Supervisor (Viticulturist)	no	usually	\$37-41k/yr	Manager
Manager (Viticulturist)	no	yes	\$40-73k/yr	
<b>Cellar</b>				
Cellar Worker	yes	no	\$8-16/hr	Crew Leader/Foreman
Crew Leader/Foreman	no	no	\$10-14/hr	Cellar Manager
Cellar Supervisor/Master/Manager	no	no	insuff. data	
Lab Tech/Enologist	no	usually	\$21-25k/yr	Assistant Winemaker
Assistant Winemaker (Enologist)	no	yes	\$40-45k/yr	Winemaker
Winemaker (Enologist)	no	yes	\$45-78k/yr	
<b>Production/Bottling</b>				
Bottler	maybe	no	\$8.75-14/hr	Machine Operator
Machine Operator	no	no	\$13.50-17/hr	Crew Leader
Crew Leader	no	no	\$15-17/hr	Bottling Manager
Bottling Manager	no	no	\$40-50k/yr	
Maintenance Mechanic	no	no	insuff. data	
Production Manager	no	yes	\$40-60k/yr	
<b>Sales/Marketing</b>				
Tour Guide	yes	no	\$8-10/hr	Supervisor or Sales Rep
Tasting Room Employee	yes	no	\$8-10/hr	Supervisor or Sales Rep
Counter Salesperson	yes	no	\$8-10/hr	Supervisor or Sales Rep
Sales Representative	maybe	no	\$32-40k/yr	Sales/Marketing Manager
Sales/Marketing Manager	no	yes	\$32-40k/yr	

## Where to Find More Information

California Occupational Guides: See Enologists/Wine Makers; Viticulturists; and Cellar Supervisors

## Training Directory

**Agape School**

2901 Fulton Road, Fulton, CA 95439

Phone: 707-571-1280 Fax: 707-571-1284

**Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****On-Site Property Management**Occupational Objective: *On-Site Property Manager*

Approximate Cost to Complete: \$3900 (2 for 1)

Average Time to Complete: 5 weeks

**Alchemy Institute of Healing Arts**

2310 Warwick Drive, Santa Rosa, CA 95405

Phone: 707-579-4984 Fax: 707-579-4984

**Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	Yes
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****Hypnotherapy**Occupational Objective: *Hypnotherapist*

Approximate Cost to Complete: \$2,080

Average Time to Complete: 3 weeks

**American Red Cross (Sonoma County)**

465 Tesconi Circle, Santa Rosa, CA 95401

Phone: 707-577-7600 Fax: 707-577-7621

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Home Health Aide Training**Occupational Objective: *Home Health Aide*

Approximate Cost to Complete: \$645

Average Time to Complete: 4 weeks

**Nursing Assistant Training**Occupational Objective: *Nursing Assistant*

Approximate Cost to Complete: \$245

Average Time to Complete: 5 days

**Anthony Schools of Northern California**

1250 Coddington Center, Suite 1, Santa Rosa, CA 95401

Phone: 707-544-6711

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

## Anthony Schools--continued

### Programs Offered:

#### **Contractors Licensing**

Occupational Objective: *Contractor*

Approximate Cost to Complete: varies

Average Time to Complete: 4 months

#### **Real Estate Sales**

Occupational Objective: *Real Estate Salesperson*

Approximate Cost to Complete: varies

Average Time to Complete: 6 months

## Automotive Diagnostics

1290 Holm Road, Suite D, Petaluma, CA 94954

Phone: 707-762-1405 Fax: 707-762-1405

### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### Program Offered:

#### **Modern Automotive Technology**

Occupational Objective: *Automotive Technician*

Approximate Cost to Complete: \$4,750 + test fee

Average Time to Complete: 18-22 weeks

## Bartenders School of Santa Rosa

1050 Hopper Ave., Bldg. 7A, Santa Rosa, CA 95403

Phone: 707-523-1611

### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### Programs Offered:

#### **Bar Management Training**

Occupational Objective: *Bar Manager*

Approximate Cost to Complete: \$195

Average Time to Complete: 9 hours

#### **Bartending, Banquet & Catering**

Occupational Objective: *Bartender*

Approximate Cost to Complete: \$295

Average Time to Complete: 15 hours

#### **Bartending, Full Service**

Occupational Objective: *Bartender*

Approximate Cost to Complete: \$495

Average Time to Complete: 2 weeks

#### **Cocktail Server**

Occupational Objective: *Servers, Food & Drink*

Approximate Cost to Complete: \$195

Average Time to Complete: 15 hours

**Calif. Institute of Massage & Spa Services**

139 East Napa Street/P.O. Box 673, Sonoma, CA 95476

Phone: 707-939-8964

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Massage Technician**Occupational Objective: *Massage Technician*

Approximate Cost to Complete: \$1,085

Average Time to Complete: 3 ½ months

**Massage Therapist**Occupational Objective: *Massage Therapist*

Approximate Cost to Complete: \$4,100

Average Time to Complete: 12 months

**Spa Service Provider**Occupational Objective: *Spa Service Technician*

Approximate Cost to Complete: \$895

Average Time to Complete: 3 ½ months

**Calistoga Massage Therapy School**

5959 Commerce Blvd., Suite 13, Rohnert Park, CA 94928

Phone: 707-586-1953

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****Massage Therapy**Occupational Objective: *Massage Therapist*

Approximate Cost to Complete: \$800

Average Time to Complete: 7 weeks

**Career Transitions**

2235 Challenger Way, Suite 101, Santa Rosa, CA 95407

Phone: 707-546-6605 Fax: 707-525-1224

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Account Clerk/Assistant Bookkeeper**Occupational Objective: *Accounting and Bookkeeping Clerk*

Approximate Cost to Complete: \$5150

Average Time to Complete: 14 weeks

**Administrative Assistant**Occupational Objective: *Administrative Assistant*

Approximate Cost to Complete: \$6300

Average Time to Complete: 17 weeks

**Basic Computer Operations**Occupational Objective: *Secretary, Receptionist*

Approximate Cost to Complete: \$350 per week

Average Time to Complete: 4-10 weeks

**General Clerical/Receptionist**Occupational Objective: *Receptionist, General Clerical*

Approximate Cost to Complete: \$2900

Average Time to Complete: 11 weeks

## Career Transitions--continued

### **Medical Front Office**

Occupational Objective: *Medical Front Office Clerk*

Approximate Cost to Complete: \$5120

Average Time to Complete: 14 weeks

### **Sales and Customer Relations**

Occupational Objective: *Customer Service Clerk, Sales Rep.*

Approximate Cost to Complete: \$4600

Average Time to Complete: 13 weeks

### **Word Processor**

Occupational Objective: *Word Processor*

Approximate Cost to Complete: \$3600

Average Time to Complete: 10 weeks

## Carpenter's 46 JATC

715 Southpoint Blvd., Petaluma, CA 94952

Phone: 707-762-5840

### **Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### **Program Offered:**

### **Carpenter Apprenticeship**

Occupational Objective: *Carpenter*

Approximate Cost to Complete: books and tools

Average Time to Complete: 4 years

## Center for Employment Training

3273 Airway Drive, Santa Rosa, CA 95403

Phone: 707-576-1426 Fax: 707-576-1421

### **Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	No	GED Assistance:	No

### **Programs Offered:**

### **Building Maintenance Repair**

Occupational Objective: *Building Maintenance (Commercial and Residential)*

Approximate Cost to Complete: \$4,704

Average Time to Complete: 20 weeks

### **Electronic Assembly**

Occupational Objective: *Electronic Assembler*

Approximate Cost to Complete: \$4,032

Average Time to Complete: 17 weeks

## Cotati-Rohnert Park Adult Education

5860 Labath Ave., Rohnert Park, CA 94928

Phone: 707-588-5708 Fax: 707-588-5704

### **Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	No	GED Assistance:	Yes

## Cotati-Rohnert Park Adult Education--continued

## Program Offered:

**Computer Software Applications**

Occupational Objective: *Secretary*  
 Approximate Cost to Complete: books  
 Average Time to Complete: 10 months

## Empire College-School of Business

3033 Cleveland Ave., Santa Rosa, CA 95403

Phone: 707-546-4000 Fax: 707-546-4058

## Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

## Programs Offered:

**Accelerated Business Essentials**

Occupational Objective: *Secretary*  
 Approximate Cost to Complete: \$5,591  
 Average Time to Complete: 6 ½ months

**Accounting with Computer Applications**

Occupational Objective: *Accounting Clerk*  
 Approximate Cost to Complete: \$4,725  
 Average Time to Complete: 12 ½ months

**Administrative Assistant**

Occupational Objective: *Administrative Assistant*  
 Approximate Cost to Complete: \$7,971  
 Average Time to Complete: 10 months

**Bookkeeping with Computer Applications**

Occupational Objective: *Bookkeeper*  
 Approximate Cost to Complete: \$7,936  
 Average Time to Complete: 10 months

**Computer Support Specialist**

Occupational Objective: *Technical Support Specialist*  
 Approximate Cost to Complete: \$7,625  
 Average Time to Complete: 7 ½ months

**Computerized Business Skills**

Occupational Objective: *Secretary*  
 Approximate Cost to Complete: \$6,006  
 Average Time to Complete: 7 ½ months

**Court Reporting**

Occupational Objective: *Court Reporter*  
 Approximate Cost to Complete: \$26,487  
 Average Time to Complete: 37 ½ months

**Executive Office Administration**

Occupational Objective: *Office Manager*  
 Approximate Cost to Complete: \$9,879  
 Average Time to Complete: 12 ½ months

**Legal Office Administration**

Occupational Objective: *Legal Secretary*  
 Approximate Cost to Complete: \$9,682  
 Average Time to Complete: 12 ½ months

**Legal Secretary**

Occupational Objective: *Legal Secretary*  
 Approximate Cost to Complete: \$7,833  
 Average Time to Complete: 10 months

**Medical Administrative Assistant**

Occupational Objective: *Medical Front Office*  
 Approximate Cost to Complete: \$10,479  
 Average Time to Complete: 12 ½ months

Empire College-School of Business--continued

**Medical Administrative/Clinical Assistant**

Occupational Objective: *Medical Assistant*  
Approximate Cost to Complete: \$11,092  
Average Time to Complete: 12 ½ months

**Medical Assistant**

Occupational Objective: *Medical Assistant*  
Approximate Cost to Complete: \$13,282  
Average Time to Complete: 15 months

**Medical Clinical Assistant**

Occupational Objective: *Medical Assistant*  
Approximate Cost to Complete: \$8,707  
Average Time to Complete: 10 months

**Medical Transcriptionist**

Occupational Objective: *Medical Transcriptionist*  
Approximate Cost to Complete: \$8,127  
Average Time to Complete: 10 months

**Travel and Tourism Essentials**

Occupational Objective: *Travel Agent*  
Approximate Cost to Complete: \$5,791  
Average Time to Complete: 7 ½ months

**H & R Block Tax Training School**

1791 Marlow Road, #5, Santa Rosa, CA 95403  
Phone: 707-579-7974

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:**

**Income Tax Course**

Occupational Objective: *Licensed Tax Preparer*  
Approximate Cost to Complete: \$295  
Average Time to Complete: 66 hours

**Heald College**

2425 Mendocino Ave., Santa Rosa, CA 95403  
Phone: 707-525-1300 Fax: 707-527-0251

**Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	Yes

**Programs Offered:**

**Accounting**

Occupational Objective: *Accounting Clerk, Bookkeeper*  
Approximate Cost to Complete: \$11,700 (days) \$11,625 (eve.)  
Average Time to Complete: 12-24 months

**Computer Business Administration**

Occupational Objective: *Office Manager, Office Assistant*  
Approximate Cost to Complete: \$11,700 (days) \$11,625 (eve.)  
Average Time to Complete: 12-24 months

**Computer Office Administration**

Occupational Objective: *Executive Secretary/Administrative Assistant*  
Approximate Cost to Complete: \$11,700 (days) \$11,625 (eve.)  
Average Time to Complete: 12-24 months

**Legal Office Administration**

Occupational Objective: *Legal Secretary*  
Approximate Cost to Complete: \$11,700 (days) \$11,625 (eve.)  
Average Time to Complete: 12-24 months



Heald College--continued

### Medical Office Administration

Occupational Objective: *Medical Front Office, Medical Secretary*  
 Approximate Cost to Complete: \$11,700 (days) \$11,625 (eve.)  
 Average Time to Complete: 12-24 months

### Information Management Instruction Training

1160 Industrial Ave., Suite J, Petaluma, CA 94952  
 Phone: 707-765-1325 Fax: 707-762-3716

#### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

#### Programs Offered:

### Accounting Clerk

Occupational Objective: *Accounting Clerk, Bookkeeper*  
 Approximate Cost to Complete: \$3,600 + books  
 Average Time to Complete: 10 weeks

### Administrative Assistant

Occupational Objective: *Administrative Assistant*  
 Approximate Cost to Complete: \$5,040 + books  
 Average Time to Complete: 14 weeks

### Customer Service Rep./Secretary

Occupational Objective: *Secretary*  
 Approximate Cost to Complete: \$3,240 + books  
 Average Time to Complete: 9 weeks

### Marketing Assistant

Occupational Objective: *Marketing Assistant*  
 Approximate Cost to Complete: \$4,320 + books  
 Average Time to Complete: 12 weeks

### Medical Front Office

Occupational Objective: *Medical Front Office, Medical Secretary*  
 Approximate Cost to Complete: \$3,600 + books  
 Average Time to Complete: 10 weeks

### Microcomputer Operator

Occupational Objective: *Data Entry Keyer, General Clerical*  
 Approximate Cost to Complete: \$2,160 + books  
 Average Time to Complete: 6 weeks

### Microcomputer Support/LAN

Occupational Objective: *LAN Technician*  
 Approximate Cost to Complete: \$5,400 + books  
 Average Time to Complete: 15 weeks

### Web Site Designer/Publisher

Occupational Objective: *Web Site Developer*  
 Approximate Cost to Complete: \$5,400 + books  
 Average Time to Complete: 15 weeks

### Institute of Continuing Education

6518 Wayne Court, Forestville, CA 95436  
 Phone: 707-887-7093 Fax: 707-887-7286

#### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	Yes
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

#### Program Offered:

### Real Estate Principles

Occupational Objective: *Real Estate Agent, Property Manager*  
 Approximate Cost to Complete: \$365  
 Average Time to Complete: 45 hours

Institute for Educational Therapy  
7981 Old Redwood Highway, Suite F, Cotati, CA 94931  
Phone: 707-795-1284 Fax: 707-795-3375

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:**

**Certified Diet Counselor**

Occupational Objective: *Diet Counselor*  
Approximate Cost to Complete: \$1,450 + books  
Average Time to Complete: 6 months

**Certified Clinical Nutritionist Consultant**

Occupational Objective: *Nutritionist Consultant*  
Approximate Cost to Complete: \$2,495 + books  
Average Time to Complete: 12 months

**Certified Nutrition Educator**

Occupational Objective: *Nutrition Educator*  
Approximate Cost to Complete: \$1,450 + books  
Average Time to Complete: 6 months

Institute of Imaginal Studies

47 Sixth Street, Petaluma, CA 94952  
Phone: 707-765-1836 Fax: 707-765-2351

**Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:**

**Psychology**

Occupational Objective: *Psychologist, Marriage/Family Counselor*  
Approximate Cost to Complete: \$7,800 per year  
Average Time to Complete: 2-5 years

J Bass & Associates

6400 Redwood Drive, Suite 203, Rohnert Park, CA 94928  
Phone: 707-584-3488 Fax: 707-584-3605

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:**

**Administrative Assistant**

Occupational Objective: *Front Office Administrative Assistant, Accounting*  
Approximate Cost to Complete: \$3,800  
Average Time to Complete: 10 weeks

**Computer Information System Professional**

Occupational Objective: *Software Support Technician, Network Administrator*  
Approximate Cost to Complete: \$6,480  
Average Time to Complete: 15 weeks

**Customer Service Representative**

Occupational Objective: *Customer Service/Support, Office Clerk, Receptionist*  
Approximate Cost to Complete: \$3,800  
Average Time to Complete: 10 weeks

**Internet Information Specialist**

Occupational Objective: *Internet Research Technician, Web Site Manager/Administrator*  
Approximate Cost to Complete: \$6,400  
Average Time to Complete: 15 weeks

## J Bass &amp; Associates--continued

**Small Business Administrator**Occupational Objective: *Office Manager, Small Business Owner/Operator*

Approximate Cost to Complete: \$6,000

Average Time to Complete: 15 weeks

**Julie Nation Academy**

170 Farmers Lane, Santa Rosa, CA 95405

Phone: 707-575-8585 Fax: 707-576-7041

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Method Acting**Occupational Objective: *Actor*

Approximate Cost to Complete: \$1,425

Average Time to Complete: 6 months

**Personal Development**Occupational Objective: *Self Improvement, Interviewing Prep.*

Approximate Cost to Complete: \$540

Average Time to Complete: 3 months

**Professional Modeling**Occupational Objective: *Model*

Approximate Cost to Complete: \$1,425

Average Time to Complete: 6 months

**TV Commercial Acting**Occupational Objective: *Actor*

Approximate Cost to Complete: \$540

Average Time to Complete: 3 months

**Jupiter Hollow School for Massage**

927 Scenic Ave./P.O. Box 8043, Santa Rosa, CA 95407

Phone: 707-584-7903

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****Massage Practitioner**Occupational Objective: *Massage Therapist*

Approximate Cost to Complete: \$1,000

Average Time to Complete: 2-12 weeks

**Lewis Adult Education**

2230 Lomitas Ave., Santa Rosa, CA 95404

Phone: 707-528-5421

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	No	GED Assistance:	Yes

**Programs Offered:****Beginning Computer**Occupational Objective: *Computer Operator*

Approximate Cost to Complete: \$45

Average Time to Complete: 6 weeks

Lewis Adult Education--continued

### **Bookkeeping**

Occupational Objective: *Bookkeeping Clerk*  
Approximate Cost to Complete: \$70  
Average Time to Complete: varies

### **Computerized Bookkeeping**

Occupational Objective: *Accounting Clerk, Bookkeeper*  
Approximate Cost to Complete: \$65  
Average Time to Complete: 6 weeks

### **Data Entry**

Occupational Objective: *Data Entry Clerk*  
Approximate Cost to Complete: \$45  
Average Time to Complete: 6 weeks

### **Database Management**

Occupational Objective: *Secretary*  
Approximate Cost to Complete: \$55  
Average Time to Complete: 6 weeks

### **Desktop Publishing**

Occupational Objective: *Computer Graphics*  
Approximate Cost to Complete: \$65  
Average Time to Complete: 6 weeks

### **Medical Terminology**

Occupational Objective: *Medical Secretary*  
Approximate Cost to Complete: \$48  
Average Time to Complete: 4 months

### **Office Practice**

Occupational Objective: *Receptionist, Secretary*  
Approximate Cost to Complete: \$20  
Average Time to Complete: 4 months

### **Spreadsheet**

Occupational Objective: *Recordkeeping*  
Approximate Cost to Complete: \$65  
Average Time to Complete: 6 weeks

### **Typing**

Occupational Objective: *General Clerical*  
Approximate Cost to Complete: \$20  
Average Time to Complete: 4 months

### **Word Processing, Beginning and Intermediate**

Occupational Objective: *Secretary*  
Approximate Cost to Complete: \$65  
Average Time to Complete: 6 weeks

## **Lytle's Redwood Empire Beauty College**

186 Wikiup Drive, Santa Rosa, CA 95403  
Phone: 707-545-8449 Fax: 707-545-7258

### **Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	No
Career Assessment:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### **Programs Offered:**

### **Cosmetology**

Occupational Objective: *Cosmetologist*  
Approximate Cost to Complete: \$7,019  
Average Time to Complete: 18 months

### **Esthetics**

Occupational Objective: *Cosmetician*  
Approximate Cost to Complete: \$4,029  
Average Time to Complete: 6 months

### **Manicuring**

Occupational Objective: *Manicurist*  
Approximate Cost to Complete: \$3,032  
Average Time to Complete: 14 weeks

**National Training Institute**

20 Pimental, Unit B-1, Novato, CA 94947  
 Phone: 415-883-5610 Fax: 415-883-2947

**Are the following services provided?**

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Computer Service Technology**

Occupational Objective: *Computer Service Technician*  
 Approximate Cost to Complete: \$6,500  
 Average Time to Complete: 15 weeks

**Electronic Equipment Repair Technology**

Occupational Objective: *Electronics Technician*  
 Approximate Cost to Complete: \$6,500  
 Average Time to Complete: 15 weeks

**Operating Engineers JAC**

6225 State Farm Dr., Suite 100, Rohnert Park, CA 94928  
 Phone: 707-585-3430

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	No	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	No	GED Assistance:	Yes

**Program Offered:****Operating Engineer Apprenticeship**

Occupational Objective: *Operating Engineer*  
 Approximate Cost to Complete: books  
 Average Time to Complete: 4 years

**PC Tutor**

5005 Parkhurst Drive, Santa Rosa, CA 95409  
 Phone: 707-537-1213 Fax: 707-538-4059

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****Computer Training**

Occupational Objective: *Personal Computer Operations*  
 Training Site Location: Training at Customer's location  
 Approximate Cost to Complete: \$1,000-3,000  
 Average Time to Complete: 4-12 weeks

**Petaluma Adult Education**

11 Fifth Street, Petaluma, CA 94952  
 Phone: 707-778-4633 Fax: 707-778-4822

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	No	GED Assistance:	Yes

## Petaluma Adult Education--continued

### Program Offered:

#### **Roofing and Waterproofing**

Occupational Objective: *Apprentice Roofer*

Approximate Cost to Complete: varies

Average Time to Complete: 9 months (5 yr. apprenticeship)

### Redwood Empire Electrical JATC

1702 Corby Ave., Suite F, Santa Rosa, CA 95407

Phone: 707-523-3837 Fax: 707-542-9134

#### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### Program Offered:

#### **Electrical Apprenticeship**

Occupational Objective: *Electrician*

Approximate Cost to Complete: \$150-300 per year

Average Time to Complete: 5 years

### Rohnert Park Dive Center

5665 Redwood Drive, Suite B, Rohnert Park, CA 94928

Phone: 707-584-2323 Fax: 707-584-2324

#### Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### Programs Offered:

#### **Basic Scuba Diving**

Occupational Objective: *Scuba Diver*

Approximate Cost to Complete: \$199

Average Time to Complete: 32 hours

#### **Dive Center Operations**

Occupational Objective: *Dive Center Owner/Operator*

Approximate Cost to Complete: \$299

Average Time to Complete: 24 hours

#### **Professional Diving (Various Levels)**

Occupational Objective: *Scuba Diving Instructor*

Approximate Cost to Complete: \$1,295

Average Time to Complete: 80 hours

### Santa Rosa Junior College

1501 Mendocino Ave., Santa Rosa, CA 95401

Phone: 707-527-4011

#### Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	Yes
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	Yes
On-Site Child Care:	Yes	GED Assistance:	No

Please Note: the cost of attending any of California's community colleges is \$13 per unit or \$195 per semester (for full-time students).

### Degree Programs Offered:

Administration of Justice  
Advertising  
Aeronautics  
Agriculture  
Agriculture, International  
Animal Health Technician

## Santa Rosa Junior College--continued

Anthropology  
 Apprenticeship Programs  
 Architecture  
 Art  
 Astronomy  
 Athletic Training/Sports Medicine  
 Behavioral Sciences  
 Biochemistry  
 Biology  
 Botany  
 Business Administration  
 Chemistry  
 Child Development  
 Communications  
 Computer Science  
 Construction Management  
 Dental Hygiene  
 Dietetics  
 Economics  
 Education  
 Engineering  
 Engineering Technology, General  
 English  
 Environmental Studies  
 Ethnic Studies  
 Film/Cinema  
 Fisheries/Wildlife  
 Forestry  
 French  
 Geography  
 Geology  
 German  
 History  
 Home Economics  
 Hotel and Restaurant/Hospitality Management  
 Industrial Design  
 Italian  
 Journalism

Landscape Architecture  
 Latin  
 Liberal Studies  
 Mathematics  
 Meteorology/Atmospheric Science  
 Microbiology  
 Music  
 Occupational Therapy  
 Oceanography  
 Optometric Technician  
 Philosophy  
 Physical Education  
 Physical Sciences  
 Physical Therapy  
 Physician's Assistant  
 Physics  
 Physiology  
 Political Science  
 Pre-Health Professions, General  
 Pre-Law  
 Psychology  
 Range Management  
 Social Sciences  
 Sociology  
 Spanish  
 Speech, Debate and Forensic Science  
 Theater Arts/Drama  
 Wildlife Management

## Certificate Programs Offered:

**Accountant Assistant**Occupational Objective: *Accounting Clerk*

Average Time to Complete: 3-4 semesters

**Administrative Assistant**Occupational Objective: *Administrative Assistant*

Average Time to Complete: 3 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

Santa Rosa Junior College--continued

**Aeronautical and Aviation Technology**

Occupational Objective: *Pilot*

Average Time to Complete: 2 semesters

**Agribusiness**

Occupational Objective: *Agricultural and Business Related Occupations*

Average Time to Complete: 4 semesters

**Animal Science**

Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 3 semesters

**Applied Graphics**

Occupational Objective: *Graphic Arts Technician*

Average Time to Complete: 4 semesters

**Architecture and Construction Technology**

Occupational Objective: *CAD Operator*

Average Time to Complete: 4 semesters

**Automotive Technology**

Occupational Objective: *Automotive Technician*

Average Time to Complete: 2-4 semesters

**Bookkeeping/Account Clerk**

Occupational Objective: *Bookkeeper, Accounting Clerk*

Average Time to Complete: 1-3 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

**Civil and Surveying Technology**

Occupational Objective: *Land Surveyor Technician*

Average Time to Complete: 4 semesters

**Client Service Specialist**

Occupational Objective: *Human/Social Services Worker*

Average Time to Complete: 2 semesters

**Clothing and Textiles**

Occupational Objective: *Designer, Clothing and Fashion*

Average Time to Complete: 2 semesters

**Computer Programmer**

Occupational Objective: *Computer Programmer*

Average Time to Complete: 3-4 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

**Computerized Office Training**

Occupational Objective: *Secretary, Receptionist*

Average Time to Complete: 2 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

**Corrections**

Occupational Objective: *Correctional Officer*

Average Time to Complete: 3-4 semesters

**Culinary Training**

Occupational Objective: *Restaurant Cook/Chef*

Average Time to Complete: 2 semesters

**Dental Assistant**

Occupational Objective: *Dental Assistant*

Average Time to Complete: 11 months

**Diesel/Equipment Technology**

Occupational Objective: *Diesel Mechanic*

Average Time to Complete: 4 semesters

**Diet Technology**

Occupational Objective: *Dietetic Technician*

Average Time to Complete: 3 semesters

**Dispatcher, Public Safety**

Occupational Objective: *Dispatcher*

Average Time to Complete: 3 weeks

Training Site Location: Two Rock (Southwest Sonoma Co.)

**Display Design**

Occupational Objective: *Retail Salesperson*

Average Time to Complete: 2 semesters

**Early Childhood Education**

Occupational Objective: *Child Care Worker*

Average Time to Complete: 3 semesters



## Santa Rosa Junior College--continued

**Early Childhood Education, Advanced**Occupational Objective: *Preschool Teacher*

Average Time to Complete: 3 semesters

**Electronic Technology**Occupational Objective: *Electronic Technician*

Average Time to Complete: 4 semesters

**Emergency Medical Technician/Paramedic**Occupational Objective: *EMT/Paramedic*

Average Time to Complete: 1-2 semesters

Training Site Location: Two Rock (Southwest Sonoma Co.)

**Fashion Careers**Occupational Objective: *Retail Salesperson*

Average Time to Complete: 4 semesters

**Fire Technology**Occupational Objective: *Firefighter*

Average Time to Complete: 2-3 semesters

Training Site Location: Petaluma Center

**Floristry**Occupational Objective: *Floral Designer*

Average Time to Complete: 3 semesters

**Horse Management**Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 3 semesters

**Hospitality**Occupational Objective: *Hotel/Motel Occupations*

Average Time to Complete: 2 semesters

**Human Resources Administration**Occupational Objective: *Human Resources/Personnel Occupations*

Average Time to Complete: 1 semester

**Interior Design**Occupational Objective: *Interior Designer*

Average Time to Complete: 4 semesters

**Landscape Management**Occupational Objective: *Nursery Worker, Landscape Construction Worker*

Average Time to Complete: 3-4 semesters

**Law Enforcement**Occupational Objective: *Law Enforcement Officer*

Average Time to Complete: 3-4 semesters

**Legal Secretary**Occupational Objective: *Legal Secretary*

Average Time to Complete: 3 semesters

**Machine Tool Technology**Occupational Objective: *Machinist*

Average Time to Complete: 3 semesters

**Medical Assisting, Administrative**Occupational Objective: *Medical Assistant*

Average Time to Complete: 2 semesters

**Microcomputer Systems Specialist**Occupational Objective: *Computer Related Occupations*

Average Time to Complete: 3-4 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

**Microcomputer Systems User**Occupational Objective: *Secretary*

Average Time to Complete: 3-4 semesters

Training Site Location: Santa Rosa Campus and Petaluma Center

**Natural Resource Conservation Technology**Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 3-4 semesters

Santa Rosa Junior College--continued

**Nurse Assistant/Home Health Aide**

Occupational Objective: *Nurse Assistant, Home Health Aide*

Average Time to Complete: 17 weeks

**Nursery Production**

Occupational Objective: *Nursery Worker*

Average Time to Complete: 3-4 semesters

**Nursing (RN)**

Occupational Objective: *Registered Nurse*

Average Time to Complete: 4 semesters

**Nursing (LVN)**

Occupational Objective: *Licensed Vocational Nurse*

Average Time to Complete: 3 semesters

**Office Worker, Entry-Level**

Occupational Objective: *Receptionist, Secretary*

Average Time to Complete: 8 weeks

**Park and Recreation Technology**

Occupational Objective: *Agricultural/Recreation Related Occupations*

Average Time to Complete: 3-4 semesters

**Plant Science**

Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 3-4 semesters

**Police Academy, Basic**

Occupational Objective: *Law Enforcement Officer*

Average Time to Complete: 1 semester

Training Site Location: Two Rock (Southwest Sonoma Co.)

**Psychiatric Technician**

Occupational Objective: *Psychiatric Technician*

Average Time to Complete: 3 semesters

**Radiologic Technology**

Occupational Objective: *Radiologic Technologist*

Average Time to Complete: 25 months

**Ranger Academy**

Occupational Objective: *Forest Ranger*

Average Time to Complete: 7 weeks

Training Site Location: Two Rock (Southwest Sonoma Co.)

**Real Estate**

Occupational Objective: *Real Estate Agent*

Average Time to Complete: 2 semesters

**Retail Merchandising Management**

Occupational Objective: *Retail Sales Manager*

Average Time to Complete: 2 semesters

**Sales and Marketing**

Occupational Objective: *Sales Representative, Retail Salesperson*

Average Time to Complete: 2 semesters

**Small Business Management**

Occupational Objective: *Business Related Occupations*

Average Time to Complete: 2 semesters

**Supervisory Management**

Occupational Objective: *Office Manager, Administrative Assistant*

Average Time to Complete: 2-3 semesters

**Viticulture Management**

Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 3-4 semesters

**Welding Technology**

Occupational Objective: *Welder*

Average Time to Complete: 2 semesters

**Wine Marketing and Sales**

Occupational Objective: *Sales Representative*

Average Time to Complete: 3-4 semesters

**Sebastopol Massage Center**

108 North Main St., Suite 5, Sebastopol, CA 95472

Phone: 707-823-3550

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Program Offered:****Massage Therapy**Occupational Objective: *Massage Therapist*

Approximate Cost to Complete: \$800

Average Time to Complete: 100 hours

**Sheet Metal Training School Local 104**

1250 Petaluma Blvd. North, Petaluma, CA 94952

Phone: 707-762-0181

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

**Programs Offered:****Air Conditioning Specialist**Occupational Objective: *Residential Sheet Metal Worker*

Approximate Cost to Complete: varies

Average Time to Complete: 2 years

**Sheet Metal Apprenticeship**Occupational Objective: *Sheet Metal Worker*

Approximate Cost to Complete: varies

Average Time to Complete: 5 years

**Sonoma County Regional Occupational Programs (ROP)**

5340 Skylane Blvd., Santa Rosa, CA 95403

Phone: 707-524-2720 Fax: 707-578-3156

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

Please Note: ROP programs are generally open to high school students and, on a fee-basis, to adults. Contact ROP for cost information.

**Programs Offered:****Agricultural Economics and Government**Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 4 months

Training Site Location: Petaluma High School

**Agricultural Mechanics**Occupational Objective: *Farm Equipment Mechanic*

Average Time to Complete: 4 months

Training Site Location: Sonoma Valley High School

**Auto Body Repair and Paint**Occupational Objective: *Auto Body Repairer and Painter*

Average Time to Complete: 12 or more months

Training Site Location: Healdsburg High School

## Sonoma County ROP--continued

### **Auto Mechanics**

Occupational Objective: *Automotive Technician*

Average Time to Complete: 12 or more months

Training Site Location: Casa Grande and Cloverdale High Schools

### **Cabinet Making/Furniture Construction**

Occupational Objective: *Cabinetmaker*

Average Time to Complete: 4 months

Training Site Location: Piner High School

### **Computer Aided Drafting**

Occupational Objective: *Drafter, CAD Operator*

Average Time to Complete: 12 or more months

Training Site Location: El Molino, Montgomery, and Piner High Schools

### **Computer Applications in Business**

Occupational Objective: *Secretary*

Average Time to Complete: 4 months

Training Site Location: various sites

### **Computerized Accounting**

Occupational Objective: *Account Clerk, Bookkeeper*

Average Time to Complete: 4 months

Training Site Location: Rancho Cotate High School

### **Desktop Publishing**

Occupational Objective: *Computer Graphics*

Average Time to Complete: 4 months

Training Site Location: Petaluma and Cotate High Schools

### **Electronics Technology**

Occupational Objective: *Computer Service Technician*

Average Time to Complete: 12 or more months

Training Site Location: various sites

### **Entrepreneurship**

Occupational Objective: *Business Related Occupations*

Average Time to Complete: 4 months

Training Site Location: Santa Rosa and Healdsburg High Schools

### **Natural Resources Management**

Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 4 months

Training Site Location: Petaluma High School

### **Ornamental Horticulture**

Occupational Objective: *Agricultural Related Occupations*

Average Time to Complete: 4 months

Training Site Location: various sites

### **Retail Merchandising/Advanced Marketing**

Occupational Objective: *Retail Salesperson*

Average Time to Complete: 4 months

Training Site Location: various sites

### **Sports Medicine**

Occupational Objective: *Physical Therapy Aide*

Average Time to Complete: 12 or more months

Training Site Location: Montgomery High School

### **Video Communications**

Occupational Objective: *Video Occupations*

Average Time to Complete: 4 months

Training Site Location: Analy High School

### **Welding**

Occupational Objective: *Welder*

Average Time to Complete: 4 months

Training Site Location: Petaluma High School

**Sonoma State University**

1801 East Cotati Ave., Rohnert Park, CA 94928

Phone: 707-664-2346 Fax: 707-664-2505

**Degree Programs**

Afro-American Studies (Undergraduate)  
 Anthropology (Undergraduate)  
 Art (Undergraduate)  
 Biology (Graduate)  
 Biology (Undergraduate)  
 Business Administration (Graduate)  
 Business Administration (Undergraduate)  
 Chemistry (Undergraduate)  
 Communication Studies (Undergraduate)  
 Computer Science (Undergraduate)  
 Counseling (Graduate)  
 Criminal Justice Administration (Undergraduate)  
 Cultural Resources Management (Graduate)  
 Economics (Undergraduate)  
 Education (Graduate)  
 English (Graduate)  
 English (Undergraduate)  
 Environmental Studies (Undergraduate)  
 French (Undergraduate)  
 Geography (Undergraduate)  
 Geology (Undergraduate)  
 German (Undergraduate)  
 History (Graduate)  
 History (Undergraduate)  
 Interdisciplinary Studies (Graduate)  
 Liberal Studies (Undergraduate)  
 Mathematics (Undergraduate)  
 Mathematics (Graduate)  
 Mexican American Studies (Undergraduate)  
 Music (Undergraduate)  
 Nursing (Graduate)  
 Nursing (Undergraduate)  
 Philosophy (Undergraduate)  
 Physical Education (Undergraduate)  
 Physical Education (Graduate)

Physics (Undergraduate)  
 Political Science (Undergraduate)  
 Psychology (Graduate)  
 Psychology (Undergraduate)  
 Public Administration (Graduate)  
 Sociology (Undergraduate)  
 Spanish (Undergraduate)  
 Theater Arts (Undergraduate)

**Extended Education Certificate Programs**

Phone: 707-664-2394

Art  
 Attorney Assistant Program  
 Business and Management  
 Computer Technology  
 Conflict Resolution  
 Counseling  
 Education  
 English and Writing  
 Environmental Health and Safety  
 Excel for Youth  
 Languages  
 Natural History  
 Nursing and Health  
 Psychology

**Sonoma-Marín School of Real Estate**

5430 Commerce Blvd., Suite J, Rohnert Park, CA 94928

Phone: 707-586-9448

**Are the following services provided?**

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Learning Disabilities Pgm:	No
Career Counseling:	No	Academic Advising:	No
Career Assessment:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

## Sonoma-Marín School of Real Estate--continued

### Programs Offered:

#### **Correspondence/License Preparation Programs:**

Occupational Objective: *Real Estate Appraiser, Broker, and Sales Agent*

Approximate Cost to Complete: \$88 per course

Average Time to Complete: varies

## Western Institute of Science & Health

102 Avram Ave., Suite 103A, Rohnert Park, CA 94928

Phone: 707-664-9267 Fax: 707-664-9237

### Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Learning Disabilities Pgm:	No
Career Counseling:	Yes	Academic Advising:	Yes
Career Assessment:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Courses:	No
On-Site Child Care:	No	GED Assistance:	No

### Programs Offered:

#### **Occupational Therapist Assistant Training**

Occupational Objective: *Occupational Therapist Assistant*

Approximate Cost to Complete: \$16,800

Average Time to Complete: 2 years

#### **Physical Therapist Assistant Training**

Occupational Objective: *Physical Therapist Assistant*

Approximate Cost to Complete: \$16,800

Average Time to Complete: 2 years

## Appendix

## Possible Uses for this Publication

The information in an Occupational Outlook publication can be used by a wide variety of organizations and individuals for many different purposes. Some of the possible uses are detailed below:

### Career Decisions

Career development staff and job seekers can make informed occupation and training choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes hiring requirements and preferences, potential earnings and benefits, employment information including job outlook, and sources of employment and training.

### Program Planning

This publication provides local planners and administrators with a variety of important employment and training data, including projections of occupational size and growth. This data can be used to evaluate, improve, or eliminate programs, or to plan new programs based on local and reliable data.

### Curriculum Design

Schools and training providers can assess and update their curriculum based on current employer needs and projected trends.

### Economic Development

Local government agencies and economic development organizations will find information on the labor pool, including occupation size, expected growth rates and wages, useful in determining the potential for business growth and development in the local labor market area.

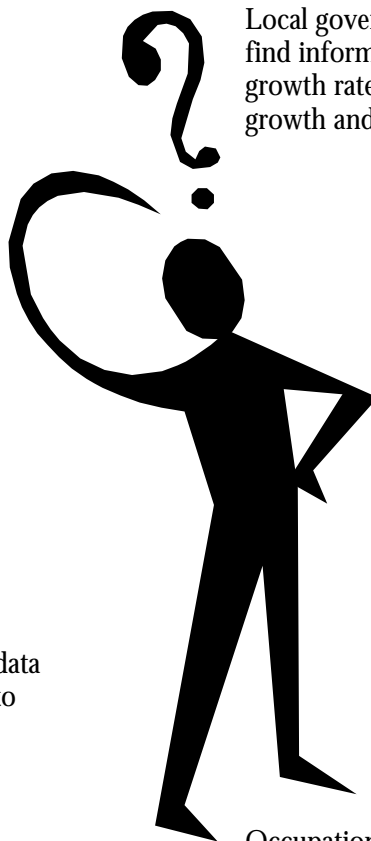
### Program Marketing

Schools and training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using local and reliable occupational data.

### Human Resources

Business owners and managers can use this publication to help determine competitive wages and benefits, improve employee recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Occupational Outlook publications are now produced for all labor market areas in California. Call 916-262-2353 for more information. In addition, most publications are available in the “pdf” format on the Internet at: <http://www.calmis.cahwnet.gov/htmlfile/ccois/oor.htm>





# Using the Occupational Outlook Profiles

## Before You Begin...

There are fifty occupational outlook profiles in this publication, with all but one following the same basic two-page format as outlined below. (The last profile is a special survey report for Sonoma and Napa Counties on Winery Workers.) The data in the occupational outlook profiles are based on confidential surveys with local employers as outlined in the Research Methods section of this report. The survey year can be found at the beginning of each profile and indicates the year that the data was collected.

### ★ Tips:

1. The key terms used throughout the profiles are as follows:

*Almost All = >75%, Most = 51-75%, Many = 35-50%, Some = 10-34%, Few = <10%*

2. Information is always listed in descending order of importance or frequency. If it says "most employers provide medical insurance and a paid vacation," this indicates that, within the range of Most (51-75%), a higher percentage of survey respondents provide medical insurance than provide paid vacations.

## Occupational Titles and Definitions

The occupational titles and definitions at the top of each profile are based on job classifications from the OES (Occupational Employment Statistics) Dictionary developed by the U.S. Department of Labor. Virtually all jobs in the labor market are grouped into about 700 OES classifications for the purposes of developing occupational employment projections based on industry economic forecasts. Additional titles more commonly used by employers may also be included in the occupational profiles for clarity.

### ★ Tip:

*The Dictionary of Occupational Titles (DOT) has over 12,000 classifications. However, O\*Net, the successor to the DOT, will have about 900 classifications based largely on the OES classification system.*

## Training, Experience and Other Requirements

The information in this section includes such information as:

1. The education level of "most recent hires";
2. Whether employers tend to require prior experience or not;
3. What other occupations may lie ahead in the "career path"; and
4. Information on hours worked per week.

### ★ Tips:

*1. Employer experience requirements are often flexible, with many employers willing to substitute training for experience; small employers in particular are often willing to waive requirements if they believe they have the "right" applicant; and*

*2. Full-time positions are often filled by promoting from among part-time or temporary employees.*

## Getting the Training

Indicates whether certificate training programs are available for the occupation and, if so, the typical length of the training period. Refer to the Training Directory for information on who may provide related training.

## Getting the Job

Describes the major employing industries for the occupation and the methods most often used by employers to recruit applicants or fill job openings.

## Wages and Fringe Benefits

Wage ranges and median wages are provided at three levels of skill and experience. In most cases, extreme high and low values have been excluded to allow for a more useful range estimate. Earnings information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another and are not intended to represent official prevailing wages. Benefit information indicates the extent in which employers provide medical insurance and other fringe benefits to full-time employees.

## Wages and Fringe Benefits--continued

### ★ Tips:

1. Benefits are often not available to part-time or temporary employees;
2. Employers often have waiting or probationary periods before medical insurance goes into effect; and
3. The employee's cost and coverage of medical insurance varies considerably from employer to employer.

## Employment Information

The information in this section includes:

**Occupation Size:** Four terms are used to describe the relative size of each occupation based on estimates of the number of workers (wage and salary employment). Small = <240, Medium = 240-472, Large = 473-1,023, Very Large = 1,024 or more. A more specific estimate of the number of employees working in the occupation in Sonoma County is provided in the form of a numerical range. The approximate percentage of female employment in the occupation (based on the most recent Census) is also included.

**Annual Turnover:** Includes an estimate of the annual turnover due to worker replacement needs and promotions. Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity than an occupation with low turnover. However, occupations with high turnover are often those that don't provide long-term or satisfying employment.

**Projected Growth:** Includes the projected number of annual job openings due to a net increase in occupation size. Also included is a term representing the estimated growth rate for each occupation relative to the 2.17 percent annual average rate of growth for all occupations in Sonoma County. The terms are defined as follows:

- Much faster than average = 1.5 times the average or more
- Faster than average = 1.10 to 1.49 times the average
- Average = .90 to 1.09 times the average
- Slower than average = .01 to .89 times the average

**Projected Separations:** Includes the projected number of annual job openings due to labor force separations (workers retiring or leaving the occupation).

**Supply-Demand:** Indicates the degree of difficulty employers have finding qualified applicants. Four terms are used to describe the employers' responses to the question(s) on how difficult it is to find qualified applicants. The average for all survey responses (weighted by the number of employees) will indicate that employers generally have either No Difficulty, Little Difficulty, Some Difficulty, or Considerable Difficulty. These four categories, in turn, indicate whether qualified job seekers will face a Very Competitive Outlook, a Somewhat Competitive Outlook, a Good Outlook, or a Very Good Outlook. Please note that these are supply-demand terms and do not take into account potential wages or other employment opportunity indicators such as occupational size, growth, and separations.

### ★ Tips:

1. Projections of Size, Growth and Separations are "estimates" prepared by the Employment Development Department's Labor Market Information Division using occupational staffing and industry forecast data;
2. A "Competitive Outlook" for job seekers is not necessarily a bad thing, especially if the applicant is well-trained with the needed skills and well-prepared for the job search process; however, a "Very Competitive Outlook" may indicate a significant oversupply of qualified job seekers.

## Very Important Qualifications for Job Entry

Indicates some of the most important qualifications for job entry, including basic skills, physical abilities, and other qualifications. Employers are surveyed as to the relative importance of about 25 qualifications. Those that rank in the top third of a three-point scale are presented as "very important."

## Nationwide Job Outlook

An analysis of current and projected trends that affect the job outlook from a nationwide perspective. This material is taken from the U.S. Department of Labor's Occupational Outlook Handbook.

### ★ Tip:

*Trends that may be true at a statewide or nationwide level may or may not be true at the local level because of local economic characteristics and conditions.*

## Where to Find More Information

Includes references to the California Occupational Guides and the Occupational Outlook Handbook.

# Research Methods & Sample Questionnaire

## Introduction

The California Cooperative Occupational Information System (CCOIS) is a state/local partnership between the Employment Development Department's Labor Market Information Division (LMID) and local employment and training agencies (Local Partners). LMID determines the research methods and standards, provides technical support, and allocates most of the funding required to operate a CCOIS project. The Local Partner (LP) in Sonoma County is the Sonoma County Private Industry Council. The following is an outline of the CCOIS occupational study method/process. For more specific information, please call the Sonoma County Private Industry Council at 707-547-5550.

The CCOIS annual program cycle goes as follows:

1. Twenty to twenty-five occupations are selected for study;
2. Stratified survey samples are developed and refined;
3. Survey questionnaires are prepared for each occupation;
4. Extensive surveys are conducted with local employers;
5. Data is reviewed, coded and keyed into a CCOIS database;
6. Data is analyzed and summarized; and
7. Occupational Outlook publications are produced and distributed.

## Occupation Selection and Definition

There is a variety of criteria used to help select the survey occupations. However, the primary objective is to survey occupations which are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations.

The following criteria is used by the LP to help prioritize possible survey occupations:

1. The occupation should be adequately defined by the OES classification system;
2. The occupation should have a substantial employment base;
3. There should be a substantial number of projected job openings;

4. The potential salary level should be adequate so as to avoid the need for public assistance;
5. The occupation should require at least some postsecondary education or training;
6. The occupation should be of interest to local program planners or training providers; and
7. The occupations should vary enough so that certain employers won't be overburdened with survey requests.

Unless otherwise noted, the survey occupations are defined using definitions from the OES (Occupational Employment Statistics) Dictionary published by the U.S. Department of Labor. Although there are many exceptions, OES definitions are usually the best choices for occupational outlook surveys because they are sufficiently broad without being too vague in their descriptions. Using the OES classifications has another important benefit in being the same classification system used by LMID to produce occupational employment projections (estimates of occupational size, growth, and separations) which adds an important information element to the CCOIS surveys of local employers.

## Non-OES Surveys

In some cases, potential survey occupations lack an adequate OES classification. If there is substantial user interest in the occupation, the LP may conduct what is usually called a "Non-OES survey." Unless otherwise noted, non-OES surveys are conducted using the standard CCOIS survey methods with three exceptions:

1. Occupational definitions are not usually OES-based or standardized;
2. Survey response goals are usually a bit more relaxed; and
3. Size and growth estimates are usually not as accurate as with OES-surveys.

LPs are generally limited to doing three or four non-OES surveys per year. However, these may include special studies of industries, career clusters, self-employment, or new and emerging occupations.

## Survey Sample Design

After the survey occupations are selected, a survey sample of local employers is developed for each occupation. Since LPs don't generally survey the "universe" for any occupation, a considerable amount of time is invested to ensure that the survey samples are representative. For each occupation studied, a survey sample of about 40 employers is designed to include all major employing industries (for the survey occupation). In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment.

For some occupations, this means that the largest employers will be surveyed more often than the smaller employers. But, for other occupations, smaller employers may be more appropriate.

Initially, the survey samples are designed by LMID staff, using detailed databases on employers and occupational staffing within industries. The draft sample of employers for each of the survey occupations is then carefully reviewed by the LP. Employers are added and deleted, as appropriate, to obtain a sample of about 40 employers per occupation (or as many as can be found, if the local universe of employers is thought to be less than 40).

## Questionnaire Development

A two-page employer survey questionnaire with twenty standardized questions is prepared for each survey occupation (see sample questionnaire). In addition, many LPs develop a third page to ask additional questions which usually includes a set of skills and qualifications questions.

## Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate, either by phone, fax, or mail survey. To encourage participation from as many employers as possible, they are assured that any information they provide will be kept strictly confidential and that any information published will be prepared in summary form and will not identify any specific employers. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. All completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent

responses are clarified through follow-up phone calls to the survey respondent. Completed questionnaires are then coded for data entry purposes. In a standard size employer sample of 40 potential respondents, the LP's response goal is to collect at least 15 completed questionnaires. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry and employment response goals to ensure that the data is adequately representative.

## Data Entry, Tabulation, and Summary

Coded survey responses are entered into the CCOIS database and basic data tabulations are prepared to be used in the analysis process. From those tabulations, the data is analyzed by the LP and draft occupational outlook profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook Report is printed and distributed to key organizations in the local area (e.g. schools career centers, libraries, employment and training agencies, participating employers and training providers, etc.).

## Sample Questionnaire

Sample questionnaire not included in the electronic version of this publication.

# Occupational References

## **Assemblers & Fabricators** (OES 939560)

365 related DOT titles

## **Automotive Body & Related Repairers** (OES 853050)

Squeak, Rattle, and Leak Repairer	620.364-010
Used-Car Renovator	620.684-034
Shop Estimator	807.267-010
Truck-Body Builder	807.281-010
Automobile-Body Customizer	807.361-010
Automobile-Body Repairer	807.381-010
Frame Repairer	807.381-018
Service Mechanic	807.381-022
Auto-Body Repairer, Fiberglass	807.381-030
Frame Straightener	807.484-010
Automobile-Bumper Straightener	807.684-010
Paint Sprayer, Sandblaster	845.381-018
Glass Installer	865.684-010

## **Automotive Mechanics** (OES 853020)

Automobile Mechanic	620.261-010
Automobile Mechanic Apprentice	620.261-012
Automobile-Service-Station Mechanic	620.261-030
Automotive-Cooling-System Diagnostic Technician	620.261-034
Air-Conditioning Mechanic	620.281-010
Brake Repairer	620.281-026
Carburetor Mechanic	620.281-034
Front-End Mechanic	620.281-038
Maintenance Mechanic	620.281-046
Transmission Mechanic	620.281-062
Tune-Up Mechanic	620.281-066
Vehicle Fuel-Systems Converter	620.281-070
Automobile-Radiator Mechanic	620.381-010
Repairer, Heavy	620.381-022
Brake Adjuster	620.684-018
Clutch Rebuilder	620.684-022
Fuel-Injector Servicer	625.281-022
Wheelwright	706.381-046

New Car Get-Ready Mechanic	806.361-026
Automobile-Accessories Installer	806.684-038
Muffler Installer	807.664-010
Floor Service worker, Spring	807.684-022
Automatic-Window-Seat-and-Top-Lift Repairer	825.381-014

## **Bookkeeping, Accounting & Auditing Clerks** (OES 553380)

Checker II	209.687-010
Distribution-Accounting Clerk	210.362-010
Account-Information Clerk	210.367-010
Foreign-Exchange-Position Clerk	210.367-014
Audit Clerk	210.382-010
Bookkeeper	210.382-014
Classification-Control Clerk	210.382-030
Credit-Card clerk	210.382-038
Fixed-Capital Clerk	210.382-042
General-Ledger Bookkeeper	210.382-046
Mortgage-Loan-Computation Clerk	210.382-050
Night Auditor	210.382-054
Securities Clerk	210.382-062
Collection Clerk	216.362-014
Food-And-Beverage Controller	216.362-022
Mortgage-Accounting Clerk	216.362-026
Reserves Clerk	216.362-034
Electronics Funds Transfer Coordinator	216.362-038
Margin Clerk I	216.362-042
Budget Clerk	216.382-022
Clearing-House Clerk	216.382-026
Returned-Item Clerk	216.382-058
Accounting Clerk	216.482-010
Dividend-Deposit-Voucher Clerk	216.482-026
Booking Clerk	216.587-010
Voucher Clerk	219.362-066
Cancelling and Cutting Control Clerk	219.367-042
Letter-of-Credit Clerk	219.367-050
Tax Clerk	219.487-010
Parimutuel-Ticket Checker	219.587-010

**Cashiers (OES 490230)**

Order Clerk, Food and Beverage	209.567-014
Cashier I	211.362-010
Paymaster of Purses	211.367-010
Cashier II	211.462-010
Cashier-Checker	211.462-014
Cashier-Wrapper	211.462-018
Cashier, Gambling	211.462-022
Check Cashier	211.462-026
Drivers'-Cash Clerk	211.462-030
Teller	211.462-034
Toll Collector	211.462-038
Cashier, Courtesy Booth	211.467-010
Money Counter	211.467-014
Parimutuel-Ticket Cashier	211.467-018
Parimutuel-Ticket Seller	211.467-022
Sheet Writer	211.467-026
Ticket Seller	211.467-030
Change Person	211.467-034
Cashier, Tube Room	211.482-010
Information Clerk-Cashier	249.467-010
Auction Clerk	294.567-010

**Child Care Workers (OES 680380)**

Child-Care Attendant, School	355.674-010
Attendant, Children's Institution	359.677-010
Nursery School Attendant	359.677-018
Playroom Attendant	359.677-026

**Computer Engineers (OES 221270)**

Software Engineer	030.062-010
Computer Systems Hardware Analyst	033.167-010

**Computer Programmers (OES 251051)**

Computer Programmer	030.162-010
Programmer, Engineering and Scientific	030.162-018
Chief, Computer Programmer	030.167-010
Photo Mask Technician, Electron-Beam	972.382-022

**Cooks, Restaurant (OES 650260)**

Chef De Froid	313.281-010
Cook	313.361-014
Cook, Apprentice	313.361-018
Cook, Specialty, Foreign Food	313.361-030
Garde Manger	313.361-034
Cook, Barbecue	313.381-022
Ice-Cream Chef	313.381-034
Cook, Station	315.361-022
Cook, Larder	315.381-014
Cook, Railroad	315.381-018

**Data Processing Equipment Repairers (OES 857050)**

Assembly Technician	633.261-010
Field Service Engineer	828.261-014

**Dental Assistants (OES 660020)**

Dental Assistant	079.361-018
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**Dental Hygienists (OES 329080)**

Dental Hygienist	078.361-010
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**Drafters (OES 225140)**

Drafter, Architectural	001.261-010
Drafter, Landscape	001.261-014
Drafter, Aeronautical	002.261-010
Supervisor, Drafting and Printed Circuit Design	003.131-010
Controls Designer	003.261-014
Integrated Circuit Layout Designer	003.261-018
Printed Circuit Designer	003.261-022
Drafter, Electrical	003.281-010
Drafter, Electronic	003.281-014
Drafter, Civil	005.281-010
Drafter, Structural	005.281-014
Die Designer	007.161-010
Die-Designer Apprentice	007.161-014
Engineering Assistant, Mechanical Equipment	007.161-018
Chief Drafter	007.261-010

Drafter, Castings	007.261-014	Spider Assembler	721.684-026
Drafter, Patent	007.261-018	Assembler	723.684-010
Drafter, Tool Design	007.261-022	Assembler I	723.684-014
Drafter, Mechanical	007.281-010	Electronics Utility Worker	726.364-018
Drafter, Directional Survey	010.281-010	Electronic-Scale Subassembler	726.684-014
Drafter, Geological	010.281-014	Electronics Assembler	726.684-018
Drafter, Geophysical	010.281-018	Assembler, Semiconductor	726.684-034
Drafter, Marine	014.281-010	Printed Circuit Board Assembler, Hand	726.684-070
Drafter, Chief, Design	017.161-010	Printed Circuit Board Assembly Repairer	726.684-086
Design Drafter, Electromechanisms	017.261-014	Plug Wirer	726.687-014
Detailer	017.261-018	Battery Assembler	727.684-010
Detailer, Furniture	017.261-022	Plate Assembler, Small Battery	727.684-026
Drafter, Commercial	017.261-026	Battery-Parts Assembler	727.687-038
Drafter, Detail	017.261-030	Assembler, Electrical Accessories II	729.384-010
Drafter, Heating and Ventilating	017.261-034	Electrical Assembler	729.384-026
Drafter, Plumbing	017.261-038	Capacitor Assembler	729.684-014
Drafter, Automotive Design	017.261-042	Electric-Sign Assembler	729.684-022
Auto-Design Detailer	017.281-010	Electrical-Control Assembler	729.684-026
Drafter Apprentice	017.281-014	Deicer Assembler, Electric	739.684-050
Drafter, Assistant	017.281-018	Transformer Assembler II	820.684-010
Drafter, Automotive Design Layout	017.281-026		
Drafter, Oil and Gas	017.281-030	<b>Electrical &amp; Electronic Engineering Technicians</b> (OES 225050)	
Technical Illustrator	017.281-034	Electrical Technician	003.161-010
Test Fixture Designer	726.364-014	Electronics Technician	003.161-014
		Technician, Semiconductor Development	003.161-018
<b>Drivers/Sales Workers</b> (OES 971170)		Instrumentation Technician	003.261-010
Driver, Sales Route	292.353-010	Calibration Laboratory Technician	019.281-010
Newspaper-Delivery Driver	292.363-010	Technical Testing Engineer	194.381-010
Lunch-Truck Driver	292.463-010	Electronics Assembler, Developmental	726.261-010
Coin Collector	292.483-010	Electrician, Research	726.261-014
Driver Helper, Sales Route	292.667-010	Senior Technician, Controls	828.261-018
<b>Electrical &amp; Electronic Assemblers</b> (OES 939050)		<b>Financial Managers</b> (OES 130020)	
Phonograph-Cartridge Assembler	720.684-014	Controller	160.167-058
Record-Changer Assembler	720.687-010	Treasurer	161.117-018
Electric-Motor Winder	721.484-010	Manager, Credit and Collection	169.167-086
Field-Ring Assembler	721.484-014	Risk and Insurance Manager	186.117-066
Skein Winder	721.484-022	Treasurer, Financial Institution	186.117-070
Assembler, Carbon Brushes	721.684-014	Vice President, Financial Institution	186.117-078
Electric-Motor Assembler	721.684-022	Manager, Exchange Floor	186.117-086

Reserve Officer	186.167-054	Animal-Hospital Clerk	245.367-010
Manager, Financial Institution	186.167-086	Blood-Donor-Unit Assistant	245.367-014
User Representative, International Accounting	189.117-038	Calendar-Control Clerk, Blood Bank	245.367-018
<b>First Line Supervisors &amp; Managers, Clerical</b> (OES 510020)		Animal-Shelter Clerk	249.367-010
103 related DOT titles		Career-Guidance Technician	249.367-014
		Police Clerk	375.362-010
		Dispatcher, Concrete Products	579.137-030
<b>Food Preparation Workers</b> (OES 650380)		<b>Guards &amp; Watch Guards</b> (OES 630470)	
Raw Shellfish Preparer	311.674-014	Armored-Car Guard and Driver	372.563-010
Baker Helper	313.684-010	Armored-Car Guard	372.567-010
Cook Helper, Pastry	313.687-010	Airline Security Representative	372.667-010
Carver	316.661-010	Bodyguard	372.667-014
Butcher, Chicken and Fish	316.684-010	Gate Guard	372.667-030
Deli Cutter-Slicer	316.684-014	Guard, Security	372.667-034
Salad Maker	317.384-010	Merchant Patroller	372.667-038
Sandwich Maker	317.664-010	Bouncer	376.667-010
Coffee Maker	317.684-010	Golf-Course Ranger	379.667-010
Pantry Goods Maker	317.684-014		
Cook Helper	317.687-010	<b>Hazardous Materials Technicians</b> (No OES Code)	
Kitchen Helper	318.687-010	Sanitary Engineer	005.061-030
Scullion	318.687-014	Industrial Health Engineer	012.167-034
Silver Wrapper	318.687-018	Biomedical Engineer	019.061-010
Food Assembler, Kitchen	319.484-010	Environmental Analyst	029.081-010
		Sanitarian	079.117-018
<b>Gardeners &amp; Groundskeepers</b> (OES 790300)		Industrial Hygienist	079.161-010
Gardener, Special Effects and Instruction Models	406.381-010	Hazardous Waste Management Specialist	168.267-086
Greenskeeper II	406.683-010	Inspector, Industrial Waste	168.267-054
Cemetery Worker	406.684-010	Environmental Hazardous Waste Tech	168.364-640
Groundskeeper, Industrial-Commercial	406.684-014	Asbestos Abatement Contractors	182.167-010
Garden Worker	496.684-018	Leaded Paint Abatement Inspectors & Assessors	182.267-010
Landscape Specialist	406.687-010	Truck Dispatchers	249.167-014
Lawn Service Worker	408.684-010	Sanitarian	529.137-014
		Equipment Operators	850.683-010
<b>General Office Clerks</b> (OES 553470)		Asbestos Abatement Mechanics	869.134-026
Congressional-District Aide	209.362-030	Asbestos Removal Workers	869.684-082
Clerk, General	209.562-010	Leaded Paint Abatement Workers	899.364-720
Administrative Clerk	219.362-010	Haz-Mat Truck Drivers	905.663-014
Clerk, Telegraph Service	219.362-022	Truck Driver Helpers	905.687-010
Contract Clerk, Automobile	219.362-026		
Police Aide	243.362-014		
Unit Clerk	245.362-014		



**Home Health Care Workers** (OES 660110)

Home Attendant	354.377-014
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**Human Service Workers** (OES 273080)

Case Aide	195.367-010
Management Aide	195.367-014
Food-Management Aide	195.367-022
Social-Services Aide	195.367-034

**Janitors & Cleaners** (OES 670050)

Change-House Attendant	358.687-010
Cleaner, Commercial Or Institutional	381.687-014
Cleaner, Industrial	381.687-022
Cleaner, Laboratory Equipment	381.687-022
Cleaner, Wall	381.687-026
Patch Worker	381.687-030
Waxer, Floor	381.687-034
Janitor	382.664-010
Cleaner, Home Restoration Service	389.664-010
Sexton	389.667-010
Sweeper-Cleaner, Industrial	389.683-010
Cleaner, Window	389.007-014
Venetian-Blind Cleaner and Repairer	739.687-198
Chimney Sweep	891.687-010
Project-Crew Worker	891.687-018
Hydroelectric-Plant Maintainer	952.687-010

**Legal Secretaries** (OES 551020)

Legal Secretary	201.362-010
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**Licensed Vocational Nurses** (OES 325050)

Nurse, Licensed Practical	079.374-014
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**Maintenance Repairers** (OES 851320)

Fire-Fighting-Equipment Specialist	638.281-010
Maintenance Repairer, Industrial	899.261-014
Maintenance Repairer, Building	899.381-010

**Marketing, Advertising & Public Relations Managers** (OES 130110)

Production Manager, Advertising	141.137-010
Executive Producer, Promos	159.167-022
Manager, Export	163.117-014
Manager, Promotion	163.117-018
Director, Media Marketing	163.117-022
Director, Underwriter Solicitation	163.117-026
Manager, Advertising	163.167-010
Manager, Sales	163.167-018
Manager, Utility Sales and Service	163.167-022
Field Representative	163.267-010
Manager, Advertising	164.117-010
Manager, Advertising Agency	164.117-014
Media Director	164.117-018
Account Executive	164.167-010
Area Supervisor, Retail Chain Store	185.117-014
Fashion Coordinator	185.157-010
Supervisor of Sales	185.157-014
Manager, Vehicle Leasing and Rental	187.167-162
Manager, Customer Technical Services	189.117-018

**Medical Assistants** (OES 660050)

Medical Assistant	079.362-010
Chiropractor Assistant	079.364-010
Podiatric Assistant	079.374-018
Morgue Attendant	355.667-010

**Medical Secretaries** (OES 551050)

Medical Secretary	201.362-014
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**Nurse Aides** (OES 660080)

Nurse, Practical	354.374-010
Birth Attendant	354.377-010
First-Aid Attendant	354.677-010
Nurse Assistant	355.674-014
Orderly	355.674-018

**Nursery Workers** (OES 790050)

Farmworker, Bulbs	405.683-010
Budder	405.684-010
Horticultural Worker I	405.684-014
Flower Picker	405.687-010
Horticultural Worker II	405.687-014
Transplanter, Orchid	405.687-018
Plant-Care Worker	408.364-010
Tree-Surgeon Helper II	408.687-018

**Physical Therapists** (OES 323080)

Physical Therapist	076.121-014
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**Receptionists & Information Clerks** (OES 553050)

Credit Reporting Clerk	203.362-014
Registrar	205.367-038
Information Clerk, Automobile Club	237.267-010
Appointment Clerk	237.367-010
Information Clerk	237.367-018
Information Clerk	237.367-022
Land-Leasing Examiner	237.367-026
Receptionist	237.367-038
Referral-and-Information Aide	237.367-042
Telephone Quotation Clerk	237.367-046
Tourist-Information Assistant	237.367-050
Space Scheduler	238.367-022
Scheduler	238.367-034
Policyholder-Information Clerk	249.262-010
Park Aide	249.367-082

**Recreation Workers** (OES 273110)

Manager, Pool	153.137-010
Counselor, Camp	159.124-010
Recreation Supervisor	187.167-238
Program Aide, Group Work	195.227-010
Recreation Leader	195.227-014
Director, Social	352.167-010

**Registered Nurses** (OES 325020)

Nurse, School	075.124-010
Nurse, Staff, Community Health	075.124-014
Nurse, Consultant	075.127-014
Nurse, Supervisor, Community-Health Nursing	075.127-026
Nurse, Supervisor, Evening-Or-Night	075.127-030
Nurse, Infection Control	075.127-034
Nurse, Supervisor, Occupational Health Nursing	075.137-010
Nurse, Head	075.137-014
Nurse, Supervisor	075.167-010
Quality Assurance Coordinator	075.167-014
Nurse Practitioner	075.264-010
Nurse-Midwife	075.264-014
Nurse, General Duty	075.364-010
Nurse Anesthetist	075.371-010
Nurse, Office	075.374-014
Nurse, Private Duty	075.374-018
Nurse, Staff, Occupational Health Nursing	075.374-022

**Salespersons, Retail** (OES 490112)

Salesperson, Flowers	260.357-026
Salesperson, Wigs	261.351-010
Salesperson, Corsets	261.354-010
Sales Representative, Footwear	261.357-018
Salesperson, Furs	261.357-042
Salesperson, Infants' and Children's Wear	261.357-046
Salesperson, Men's and Boys' Clothing	261.357-050
Salesperson, Men's Furnishings	261.357-054
Salesperson, Millinery	261.357-058
Salesperson, Shoes	261.357-062
Salesperson, Women's Apparel and Accessories	261.357-066
Salesperson, Yard Goods	261.357-070
Salesperson, Leather-&-Suede Apparel-&-Access.	261.357-074
Sales Representative, Toilet Preparations	262.357-014
Salesperson, Cosmetics and Toiletries	262.357-018
Salesperson, Sewing Machines	270.352-010
Sales Representative, Home Furnishings	270.357-010

Sales Representative, Household Appliances	270.357-014	<b>Secretaries</b> (OES 551080)	
Salesperson, China and Silverware	270.357-018	Social Secretary	201.162-010
Salesperson, Curtains and Draperies	270.357-022	Membership Secretary	201.362-018
Salesperson, Floor Coverings	270.357-026	School Secretary	201.362-022
Salesperson, Furniture	270.357-030	Script Supervisor	201.362-026
Salesperson, Household Appliances	270.357-034	Secretary	201.362-030
Salesperson, Stereo Equipment	270.357-038	Trust Operations Assistant	219.362-074
Sales Representative, Videotape	271.357-014		
Salesperson, Horticultural and Nursery Products	272.357-022	<b>Stock Clerks</b> (OES 580230)	
Salesperson, Automobiles	273.353-010	Merchandise Distributor	219.367-018
Sales Representative, Boats and Marine Supplies	273.357-018	Space-and-Storage Clerk	219.387-026
Salesperson, Automobile Accessories	273.357-030	Stock Control Clerk	219.387-030
Salesperson, Trailers and Motor Homes	273.357-034	Odd-Piece Checker	221.587-018
Salesperson, Orthopedic Shoes	276.257-018	Outsole Scheduler	221.587-022
Hearing Aid Specialist	276.354-010	Metal-Control Coordinator	222.167-010
Salesperson, Pianos and Organs	277.354-010	Cut-File Clerk	222.367-014
Salesperson, Books	277.357-034	Film-Or-Tape Librarian	222.367-026
Salesperson, Musical Instruments and Accessories	277.357-038	Magazine Keeper	222.367-038
Salesperson, Pets and Pet Supplies	277.357-042	Parts Clerk	222.367-042
Salesperson, Phonograph Records & Tape Record.	277.357-046	Prescription Clerk, Lens-and-Frames	222.367-050
Salesperson, Sheet Music	277.357-054	Tool-Crib Attendant	222.367-062
Salesperson, Sporting Goods	277.357-058	Fuel-Oil Clerk	222.387-018
Salesperson, Stamps Or Coins	277.357-062	Inventory Clerk	222.387-026
Salesperson, Toy Trains and Accessories	277.357-066	Linen-Room Attendant	222.387-030
Salesperson, Art Objects	277.457-010	Material Clerk	222.387-034
Salesperson, Flying Squad	279.357-046	Property Custodian	222.387-042
Salesperson, General Hardware	279.357-050	Stock Clerk	222.387-058
Salesperson, General Merchandise	279.357-054	Storekeeper	222.387-062
Salesperson, Jewelry	279.357-058	Checker, Bakery Products	222.487-010
Coupon-Redemption Clerk	290.477-010	Kitchen Clerk	222.587-022
Sales Clerk	290.477-014	Transformer-Stock Clerk	222.587-054
Sales Clerk, Food	290.477-018	Meat Clerk	222.684-010
Platform Attendant	299.377-010	Tooth Clerk	222.687-038
Layaway Clerk	299.467-010	Protective-Clothing Issuer	222.687-046
Sales Attendant	299.677-010	Field Recorder	229.367-010

Parts Lister	229.367-014	Incoming-Freight Clerk	248.362-010
Quality-Control Clerk	229.587-014	Booking Clerk	248.367-014
Parts-Order-and-Stock Clerk	249.367-058	Container Coordinator	248.367-022
Supply Clerk	339.687-010	Checker	919.687-010
Central-Supply Worker	381.687-010	Photofinishing Laboratory Worker	976.687-018
Custodian, Athletic Equipment	969.367-010		
<b>Teachers, Elementary</b> (OES 313050)		<b>Truck Drivers, Light &amp; Delivery</b> (OES 971050)	
Teacher, Elementary School	092.227-010	Food-Service Driver	906.683-010
Instructor, Physical Education	099.224-010	Liquid-Fertilizer Servicer	906.683-014
		Telephone-Directory-Distributor Driver	906.683-018
<b>Teachers, Preschool</b> (OES 313021)		Truck Driver, Light	906.683-022
Preschool Teachers	092.227-018	Driver	913.663-018
		Escort Vehicle Driver	919.663-022
<b>Teachers, Secondary</b> (OES 313080)		<b>Veterinary Assistants</b> (OES 798060)	
Teacher, Industrial Arts	091.221-010	Animal Caretaker	410.674-010
Teacher, Secondary School	091.227-010		
Instructor, Physical Education	099.224-010		
Instructor, Military Science	099.227-022		
<b>Traffic, Shipping &amp; Receiving Clerks</b> (OES 580280)			
Reconsignment Clerk	209.367-042		
Traffic Clerk	214.587-014		
Paper-Control Clerk	219.367-022		
Shipping-Order Clerk	219.367-030		
Industrial-Order Clerk	221.367-022		
Ticket Puller	221.687-014		
Truckload Checker	222.367-066		
Car Checker	222.387-014		
Gun-Repair Clerk	222.387-022		
Shipping and Receiving Clerk	222.387-050		
Sorter-Pricer	222.387-054		
Milk-Receiver, Tank Truck	222.485-010		
Grain Elevator Clerk	222.567-010		
Ship Runner	222.567-014		
Distributing Clerk	222.587-018		
Route-Delivery Clerk	222.587-034		
Vault Worker	222.587-058		
Routing Clerk	222.687-022		
Shipping Checker	222.687-030		

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## Additional Schools and Training Providers Outside Sonoma County

**Academy of Art College**

79 New Montgomery Street  
San Francisco, CA 94105  
415-274-2200  
"Advanced Computer Arts"

**CADD Applications**

55 Professional Center Parkway, Suite M  
San Rafael, CA 94903  
415-479-9948  
"CADD Training"

**California Culinary Academy**

625 Polk Street  
San Francisco, CA 94102  
800-229-2433  
"Culinary Arts"

**College of Marin**

835 College Ave.  
Kentfield, CA 94904  
415-457-8811  
Fax: 415-456-7770  
"Various Programs"

**College of the Redwoods**

1211 Del Mar Drive  
Fort Bragg, CA 95437  
707-445-6700  
"Various Programs"

**Computer Access & Training Service**

255 West End Ave.  
San Rafael, CA 94901  
415-456-1638  
"Computer Netware Administration"

**Diversified Office & Teaching Services**

1135 Rutherford Road  
Rutherford, CA 94573  
707-944-0300  
Fax: 707-963-0507  
"Office & Computer Related Programs"

**Falcon Truck School**

2402 Sacramento Street  
Vallejo, CA 94590  
707-643-1700  
"Truck Driver Training"

**Golden Gate University**

536 Mission Street  
San Francisco, CA 94105  
415-442-7845  
"Various Programs"

**Hartsog**

P.O. Box 760  
Lodi, CA 95241  
707-339-9324  
"Heating, Ventilation, & Air Conditioning Services"

**Heald Institute of Technology**

2860 Howe Road  
Martinez, CA 94553  
510-228-9000  
"Electronics Technician Training"

**Insurance Education Association**

100 California Street, #1100  
San Francisco, CA 94111  
415-986-6356  
"Insurance Professional Development"

**Mendocino College**

P.O. Box 3000  
Ukiah, CA 95482  
707-468-3102  
"Business Office Technician"

**Merritt College**

12500 Campus Drive  
Oakland, CA 94619  
510-531-4911  
"Various Programs"

**Napa Valley College**

2277 Napa-Vallejo Highway  
Napa, CA 94558  
707-253-3000  
"Various Programs"

**Pacific Union College**

460 Howell Mountain Road  
Angwin, CA 94508  
800-862-7080  
Fax: 707-965-6432  
"Various Programs"

**Platt College**

301 Mission Street  
San Francisco, CA 94105  
415-495-4000  
"Graphic Design & Multimedia"

**Precision Truck School**

7700 Edgewater Drive, #836  
Oakland, CA 94621  
510-638-7078  
"Truck Driver Training"

**San Francisco State University-Extended Learning**

1600 Holloway Ave.  
San Francisco, CA 94132  
415-338-1373  
"Various Programs"

**Sequoia Institute**

420 Whitney Place  
Fremont, CA 94539  
510-770-3886  
"Applied Automotive Technology"

**The ACADemy**

100 Ebbtide Ave., Bldg. 4  
Sausalito, CA 94965  
415-331-9466  
"CAD Training"

**Travel Career Academy**

663 Trancas Street  
Napa, CA 94558  
707-254-8667  
Fax: 707-255-2294  
"Travel Agent"

**University of California, Davis-Extension**

Davis, CA 95616  
916-757-8895  
"Various Programs"

**Western Truck School**

3990 Industrial Blvd.  
West Sacramento, CA 95691  
800-929-1320  
"Tractor/Trailer Operator Program"

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